



Port of Ilwaco

CREATED/UPDATED: August 2024

TITLE: Operations Manager

REPORTS TO: Port Manager and Finance Director

SUPERVISES: Marina Outside Operations; Marina Maintenance Staff; Special Projects Admin

CLASSIFICATION: Full-Time, Exempt

BASIC FUNCTION:

The Operations Manager provides strategic leadership and management oversight to the Port of Ilwaco in such a way that provides quality facilities and public service and encourages new business while balancing revenue/expense projections. This is a full-time position. In addition, this position requires management of special projects, including performance of essential marina maintenance dredging.

CONTROLS OVER WORK:

This position performs under the direction supervision of the Port Manager and Finance Director. Accounting and budgeting functions are performed under the general direction of the Finance Director.

ESSENTIAL DUTIES INCLUDE:

- Work closely with management and the general public in meeting Port established goals and in serving the needs of the diverse public utilizing the Port's marine and related facilities.
- Establish short and long-range development plans and service programs. Work closely with contractors, consultants, regulatory officials and the public to ensure Port plans reflect the region's marine needs.
- Oversee operational management of the marinas, in coordination with administrative staff overseen by the Finance Director. Work closely with the Finance Director on the annual budget and capital improvement programs and make recommendations on purchase of major items that exceed prescribed limits.
- Serve as a Port liaison with citizens, the community, the Port Commission and interested individuals to promote public interest and gain community support for the Marinas.
- Serve as the primary liaison with Federal, State, and local regulatory and emergency service agencies to ensure compliance with established regulations/requirements related to

safety, security, grants administration, etc.

- Represent the Port in professional and industry associations as assigned.
- Manages special projects such as marina maintenance dredging and studies related to improved usage, and operations of facilities. Measures customer satisfaction with services provided.
- Undertake special assignments and other duties as directed. Position may require evening and weekend work, particularly on a seasonal basis, and time management is essential.
- Plans, manages, coordinates, and executes the external operations of the Ilwaco marina, including scheduling, directing and coordinating maintenance and operations staff, ensuring effective and efficient operation, and providing assistance to the internal marina management (administrative) staff as directed.
- Provides exceptional customer service in coordination with other staff members.
- Provides support to administrative staff understanding and assisting with the completion of moorage agreements and other documentation and records to assure accurate, timely billing and collection of revenues.
- Maintains working knowledge of Marina tariff to understand pricing and operating rules. Applies tariff requirements to customer situations in accordance with established procedures with the assistance of the Port Manager and Finance Director.
- Assists administrative staff with cashiering functions, beginning and end-of-day processes including cash drawer counts, end of day reconciliation, making daily bank deposits, and overall control and safeguarding of cash in accordance with the Port's cash handling policies.
- Assists administrative staff with customer account reconciliations and other bookkeeping functions, follows all internal control procedures, and assists with accurate recording of marina related financial transactions.
- Trains and oversees other marina operations staff and seasonal marina employees. Addresses employee relations issues promptly, under the direction of the Port Manager and Finance Director.
- Works efficiently and effectively in a highly dynamic, boisterous, and demanding office environment.
- Supports the Port Manager, and Finance Director in building an effective team culture, and researches and compiles statistics for periodic reports and presentations.
- Janitorial duties of public restroom facilities at the marinas, and as directed to maintenance staff.
- Perform other duties, responsibilities, and special projects as assigned.

This job description reflects general details necessary to describe the job's essential functions and the job's level of knowledge and skill typically required. The job description should not be

considered an all-inclusive listing of work requirements. Duties and responsibilities are also subject to change by the employer as the needs of the Port and requirements of the job change.

WORKING ENVIRONMENT:

Work is performed at the Ilwaco facilities in all weather conditions and requires physical efforts needed for lifting, operation of equipment and tools, walking, sitting, swimming and computer operations. Work is performed both indoors and outdoors and requires both administrative (indoor computer/office) skills in addition to operational skills (outdoor - mechanical, basic plumbing and electrical proficiency, operating tools and equipment, understanding marina related infrastructure, and general working knowledge of marine vessels and activities). Typically, the noise and odor levels in the work environment are moderate; however, there may be exposure to loud noises and foul odors on a daily basis due to marine activity. The position requires extensive contact with the public and the nature of Port operations is cyclical, and a higher level of customer activity will be present in the spring and summer months. The employee may be asked to travel to meetings in or out of town and will be required to attend Port meetings. Regular Port meetings will be held in Ilwaco and Chinook.

DESIRED QUALIFICATIONS:

- Completion of a two-year Associates degree, or equivalent, in business, accounting, general office studies or related field, and five (5) years of progressively responsible experience, with team working and customer contact responsibilities for a comparable organization. Supervisory experience is preferred. Prior experience in marina, small boat and/or commercial fishing operations is desirable.
- Any equivalent combination of experience, education and training that provides the job level of skills, knowledge, and abilities required for this position will be considered.
- Valid State vehicle operator's license

COMPETENCIES:

- Must demonstrate strong people-oriented, organizational and problem-solving skills to work cooperatively with customers, staff and visitors in fast-paced, multi-tasking work environment with frequent interruptions.
- Excellent oral and written communication skills for interacting with customers, elected officials and the public, and for determining customer needs and relaying pertinent information using courtesy, tact, diplomacy and good judgment.
- Outstanding ability to understand, follow and implement both tariff and contractual regulations in complex situations.
- Demonstrated understanding of procedures to accurately record transactions, properly maintain cash controls, and uphold established internal controls.

- Proficient computer skills including Microsoft Office word processing, presentation, spreadsheet, database and email applications.
- Ability to work with a high degree of accuracy and attention to detail and to follow detailed procedures.
- Ability to be flexible, organized and able to prioritize work assignments to meet deadlines.
- Ability to add, subtract, multiply, divide, and perform basic statistical calculations.
- Willingness to comply with all Port directions and regulations.
- Operate equipment pertinent to job duties

The Port of Ilwaco complies with all federal and state rules and regulations and does not discriminate on the basis of race; color; national origin; sex; age; disability; sexual orientation, including gender identity; disability or military action veteran status. This holds true for all employment. This job description does not constitute an employment agreement between the Employer and Employee and is subject to change as the needs of the Employer and requirements of the job change.