



**PORT OF KINGSTON**

*Promoting economic vitality.  
Enriching community life.*

## **Job Description**

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**JOB TITLE:** Port Assistant

**FLSA:** Non-Exempt

**REPORTING TO:** Harbormaster

**DATE:** 6/18/2019

### **Summary**

The Port Assistant performs a variety of administrative functions in support of the Port's facilities and services. This position provides exceptional customer service for all customers and visitors to the Marina office and addresses inquiries promptly to maintain a high level of customer satisfaction.

### **Essential Functions**

- Collect and post revenues from moorage and lease rents, guest moorage, parking and all other marina charges.
- Process monthly parking permits, and guest moorage and reservations including use of marina software.
- Handle cash register; reconciling and clearing the till upon close; completing safe drops.
- Prepare cash reports and compile information needed by Controller for reporting purposes.
- Provide customer service to office visitors, answering questions and assisting customers with marina forms.
- Answer office phone, respond to email inquiries, update and file paperwork, as needed to keep records current and up to date.
- Respond to tenant and guest complaints or questions either directly or by conveying them to the Harbormaster.
- Maintain tidiness of office and assist with daily housekeeping to include cleaning and restocking of supplies.
- Order office supplies and ensure proper functioning of office equipment.
- Assist with community event coordination including administration of Electronic Community Welcome Sign.
- Assist in enforcing the Port's Rules and Regulations.
- Assist the maintenance staff to maintain the Port's park grounds, restrooms, buildings, and marina facilities.
- Keep the Harbormaster apprised of any safety concerns. Take immediate action with regard to conditions threatening the life or safety of any person or property.

### **Education and Experience**

- High School Diploma (HSD) or General Equivalency Degree (GED)
- One or more years of experience in customer service including cash handling, or related employment
- Knowledge of boating/maritime industry and familiarity with vessel types and marine terminology desired
- Proficient with Microsoft Office suite, basic excel skills required; knowledge of Quickbooks preferred
- Possess a valid Washington Driver's License with an acceptable driving record



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### **Knowledge, Skills & Abilities**

**Communication.** You pride yourself on delivering clear, effective communications and possess active listening skills.

**Customer Focus.** You always keep internal and external customer(s) in mind. You strive to proactively address customer concerns and needs and to provide consistent customer satisfaction.

**Work Excellence.** You show concern for quality, accuracy, and completeness of work activities. You plan your work activities in advance to ensure that assignments are completed timely and accurately.

**Bias for Action.** You have an eagerness to take initiative and persist in accomplishing objectives despite obstacles and setbacks. You work to complete deliverables with a high sense of urgency and ownership.

**Collaborative and Inclusive.** You are a team player with the ability to work collaboratively and comfortably with internal and external stakeholders who have diverse skills and experience. This includes co-workers, tenants, guests and the public.

### **Additional Requirements**

The Port offers office and outdoor work environments. This role works primarily in an office environment and remains in a stationary sitting position for majority of work time with occasional standing, walking, reaching, kneeling, lifting and/or moving up to 20 pounds.

This role typically works an average of eight (8) hours per day, schedules may vary. While we strive to maintain a good balance between work and life, additional weekday and weekend hours may be required at peak times or for specific initiatives.

This role should be familiar with emergency procedures for the Port facilities and offices, become CPR/First Aid certified and participate in Crisis Management trainings.

### **About the Port of Kingston**

The Port operates in accordance with the laws and statutes of the State of Washington. It is governed by three Port Commissioners elected by the constituents of Kitsap County.

The mission of the Port of Kingston is to enhance the economic and social well-being of the Port District Residents by support of the economy, and by providing a waterfront facility for recreation and leisure activities. [www.portofkingston.org](http://www.portofkingston.org)

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of people so classified. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.*