



Serving what matters today, with a view for tomorrow

Job Description

JOB TITLE: Customer Service Coordinator
FLSA: Non-Exempt

REPORTING TO: Harbormaster
CLOSING DATE: March 7, 2021

Summary

The Customer Service Coordinator position is responsible for providing outstanding customer service to existing and potential new customers and the general public in a highly dynamic and fast-paced environment. This position performs a wide variety of administrative functions in support of the Port's facilities and services including cash handling, billing, and collections, booking reservations, and supporting outside operations. This position maintains a schedule that includes weekends, and holidays to ensure the best possible customer service is provided.

Essential Functions

- Provide outstanding friendly customer service to all Port patrons including answering, responding to, and managing customer requests, inquiries, and complaints in person, over a VHF radio, via e-mail, and telephone.
- Educate customers to and ensure compliance with established Port and Marina best management practices, rules, and regulations
- Process tenants and guests in and out of the Marina, including calculating correct moorage and electricity charges.
- Assign slips for guest moorage and assist with maintaining accurate and current information regarding the status of each slip.
- 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.
- Provide accounting support as directed by the Harbormaster, including invoicing, preparing cash reports and cash transmittals and compiling information for reporting purposes.
- Update and maintain customer files and database.
- Maintain tidiness of office and assist with daily housekeeping to include cleaning and restocking of supplies.
- Assist with community event coordination including administration of Community Reader Board.
- 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.
- Must be able to work weekends and holidays.
- Perform other duties, responsibilities, and special projects as assigned

Education and Experience

- Associate's degree required plus two 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, intermediate excel skills required; knowledge of Quickbooks preferred



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- Possess a valid Washington Driver's License with an acceptable driving record

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

- This role requires both a background check and a credit check initially and periodically.
- 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, be 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
- Purpose Statement: *Serving what matters today, with a view for tomorrow.*
- Core Values: Integrity, Empathy, Dependability, Hard Work, Stewardship

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.