



PORT OF KINGSTON

Job Description

*Serving what matters today,
with a view for tomorrow.*

JOB TITLE: Administrative Services Manager

REPORTING TO: Executive Director

FLSA: Exempt

DATE: 04/18/2022

Summary: The Administrative Services Manager administers, coordinates, and supports a wide variety of programs and initiatives. This position provides direct support to the Executive Director and Board of Commissioners. This position is responsible for the research, development, and implementation of operational policies and procedures. Oversees a variety of business and administrative processes and provides oversight and guidance in informational technology and records management.

Essential Functions:

- Provide comprehensive administrative support to the Executive Director including calendar management and prioritization of inquiries. Troubleshoot conflicts and make sound decisions and recommendations to allow for smooth day-to-day engagement.
- Participate in the development and implementation of Port strategic and business plans and budget process.
- Prepare agenda items for Board meetings; draft resolutions, motions, meeting minutes, correspondence, ensure materials for signature are accurate and complete; proofread and check materials for accuracy, completeness, and compliance of Port standards, policies, and procedures.
- Participate in the analysis of federal, state, and local legislation policy matters with potential impact on Port operations and development projects.
- Research, develop and implement operational policies and procedures and oversee a variety of administrative processes; creates SOPs, workflows, job aids, and other process documentation.
- Interface with customers to ensure operations meet customer service standards; establish customer service requirements and sets priorities; resolve customer complaints and issues; develop and maintains a customer network.
- Oversee management of vital records and documents; advise staff on appropriate procedures in accordance with established policies and procedures; administer to timely archival and destruction of records in accordance with retention schedules; ensure compliance with applicable laws and regulations.
- Documentation & Data Management. Administer all new hire paperwork, personnel files, I-9, and state department of social service reporting. Collect, enter, and retain employee data, generate reports as needed.
- Legal. Manage and administer other duties related to human resources such as: compliance with federal and state regulations, employee recognition program, wellness program, and help coordinate safety requirements.
- Receive, research, and promptly respond to all Public Records Act requests.
- Manage and oversee all aspects of information technology; manage and negotiate IT contracts and support services. Provide technical assistance and training to staff on software applications; interface with end users to resolve issues and recommend system improvements; develop and maintain the Port's web site. Assist in cybersecurity and other systems related to audits. Carry out any necessary action items regarding compliance, with assistance from IT.
- Partner with senior management to develop employee assessment programs and performance development plans. Implement employee engagement plans with measurable milestones and outcomes that are incorporated into the goals of the Port; maintains personnel records.
- Oversee adherence to human resources legal and procedural requirements; interpret Port policies and procedures for managers and employees.
- Partner with senior management to recruit, develop and retain highly competent, service-oriented staff through selection, compensation, training, and day-to-day management practices that support the Port's vision, mission, core values and promotes a positive employee environment.
- Research, develop and submit materials to secure grant funding for Port improvements.
- Manage and administer other duties related to L&I, processing of accident and insurance related reports and managing the medical insurance contract.

Knowledge, Skills & Abilities:

Communication: Must have strong verbal, written, and interpersonal communication skills. Ability to clearly communicate instructions, ideas, and concepts to a diverse audience. Effective conflict resolution skills.

Time Management: Determine what is urgent and prioritize accordingly. Produce quality work within required timelines. Allow time for the unexpected. Set goals for yourself and your time.

Teamwork: Ability to work well with a diverse group of individuals during conversations, projects, meetings, or other collaborations. This includes the Commissioners, Port leaders, government officials, regulatory agencies, tenants, and the public.

Leadership: Integrate leadership throughout the Port and hold yourself and others accountable. Always maintain professionalism while valuing others' opinions. Determine the source of a problem and find an effective solution. Demonstrate humility and empathy for others. Maintain a high level of integrity, confidentiality, and dependability.

Problem Solving: Use logic, as well as imagination, to make sense of a situation and come up with an intelligent solution. Actively anticipate potential future problems and act to prevent them or to mitigate their effects.

Education and Experience

- Five or more years of experience providing executive level support with two or more years of experience in supervisory or leadership role.
- Experience working with public records and ability to interpret regulations preferred
- Bachelor's degree from accredited university or an equivalent combination of education and experience which provides knowledge, skills, and abilities sufficient to successfully perform the essential duties of the job.
- Highly Proficient with Microsoft Office suite, Acrobat Adobe, QuickBooks, WordPress and social media web platforms; advanced Excel skills required.

Additional Requirements

- This role requires both a background check and a credit check both initially and periodically.
- The Port offers office and outdoor work environments. This role works 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, Monday through Friday 8:00 a.m. to 5:00 p.m. 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. Board and Public meetings are conducted after hours.
- This role should be familiar with emergency procedures for the Port facilities and offices, participate in Crisis Management training and maintain NIMS certification.
- This role must obtain and maintain WAPRO Public Records Certification.

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

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.