



PORT OF EDMONDS

PORT OPERATIONS ASSISTANT

Work on the waterfront in beautiful Edmonds, Washington!

The Port of Edmonds manages several recreational boating facilities across our property, including the marina, dry storage, boatyard, Travelift, and public launch. We strive to provide the best customer service experience on Puget Sound while offering quality facilities and excellent value. We employ a dynamic team and offer a fun work environment.

The Port Operations Assistant plays a critical role in the day-to-day operations by helping manage the Marina Operations Office. This position is essential in creating an exceptional customer experience, whether serving our seasonal recreational boaters or year-round tenants.

We are looking for an energetic individual who thrives in a fast-paced work environment and possesses a passion for providing friendly, meaningful customer service. This role provides first-person contact to customers, tenants, guests, and the public through phone, emails, and in-person communication. The successful candidate will pay close attention to details for processing payments, completing paperwork, answering questions, and booking appointments. In addition to office work, you will learn to launch boats and handle fuel dock transactions.

QUICK FACTS ABOUT THE ROLE

- The position is full-time
- The Marina Operations team is active! You can expect to walk 1-3 miles during a shift with a mix of indoor and outdoor tasks.
- Experience with boats and marinas is preferred but not required – most important is a strong passion for providing customer service!
- On-shift training is provided, in addition to third party courses including first aid, CPR, hazardous waste management, and general boating etiquette.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for friendly and professional customer service at the Marina Operations Office
- Schedule guest moorage reservations with accurate record keeping using the marina management software systems
- Arrange boatyard activity including scheduling of haul out appointments, reviewing work yard policies and procedures with customers, and managing billing accounts.
- Daily operation of the Point-of-Sale system, which includes applying charges to customer accounts and collecting payments, answering general billing questions, and balancing end of day daily till revenue

- Assist with customer correspondence by answering phones and emails
- Dispatch staff to fuel dock, public launch, Travelift, and Dry Storage
- Operate the following Port equipment: boat launcher, fuel dispensers, and Port vehicles
- Assist with filing, document collection, and lease agreements
- Perform daily cleaning procedures in restrooms, offices, and other public areas
- Provide docking assistance to incoming boats and help with the securing of vessels to the dock
- Act as Lead for opening and closing the Marina Operations Office
- Perform daily inventories of permanent and transient vessels
- Handle other duties and special projects as required

PAY AND BENEFITS

- Starting hourly rate is \$27.54
- Medical, dental, vision, and prescription insurance paid up to 100% for the employee and dependents
- Retirement benefits through Washington State Department of Retirement Systems, PERS
- Weekend Pay Premium; an additional 10% of the regular rate for all weekend shifts worked
- Paid vacation and sick leave including 12 paid holidays per year
- Holiday Pay Premium of 1.5 x regular rate of pay
- 35k Life insurance with add-on options for low-cost supplemental coverage
- Flexible benefits plan that includes a Medical Flex Spending Account and Dependent Care options
- Deferred compensation plans offered through the Washington State Department of Retirement Systems
- Health and wellness credit to cover gym or activity memberships
- Training and education reimbursement plans

EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES PREFERRED

- Excellent communication skills; verbal and written
- Ability to be self-directed and work courteously with the public
- Problem solving skills for resolving issues quickly
- Proficient customer service skills
- Basic computer and keyboard skills
- Strong math and cash handling skills
- General knowledge of recreational boating and marina operations (preferred)
- General knowledge of high volume and high customer service operations (preferred)
- One year of office support (preferred)
- One year of cash handling and point of sale experience (preferred)

WORK ENVIRONMENT

- Required to sit and/or stand for extended periods of time
- Required to work at a computer for extended periods of time
- Required to lift, push or, pull objects weighing 50 pounds or less.
- Required to work various shifts, late p.m., early a.m., weekends, and holidays
- Required to work outside in all weather conditions
- Required hearing and speaking to exchange information

- Required to work in areas of high customer interaction
- Dexterity of hands, and fingers to operate a variety of office equipment including computers, printers, copiers, faxes, cash drawers, filing cabinets etc.

TRAINING, EDUCATION AND CERTIFICATIONS

- Valid Driver's License (required)
- High School Graduate or GED (preferred)
- CPR/First Aid, and Defibrillator trained within 12 months of employment (provided)
- Hazardous Waste Certification within 12 months of employment (provided)

HOW TO APPLY

To apply for this position please:

- Complete the online Port of Edmonds application form.
- Upload your cover letter and resume at the end of the online application form. **(required)**

This position will remain open until it is filled.