

## Assistant to the Harbormaster Position Description

Position Information		
Min/Max Hours per week: 20-25	Conditions for Overtime: Only in emergencies	Seasonal/Cyclic: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Work Schedule: Full Time <input type="checkbox"/> Part Time <input checked="" type="checkbox"/>		Pay Range:
Incumbent's Name (If filled position):	Address Where Position Is Located: Birch Bay Village Office	
Department: Administration	Supervisor's Name and Title: Jen Callaghan, General Manager	
Position Objective		
Purpose of the position and how it supports the BBVCCs mission		
<p>The Birch Bay Village goal is to have well-functioning and safe marina for the entire community to enjoy that contributes to the Birch Bay Village lifestyle. In order to serve our marina users, our goal is to strive to ensure all are treated equally (holding everyone to the same standards and expectations), ensure education of our boating community with respect to marina operations and safety overall, and to do so with the utmost level of quality service. As a member of the office/member services team, this position facilitates this high level of service in addressing the administrative needs of our boating community as determined by the Harbormaster (General Manager).</p>		
Assigned Work Activities (Duties and Tasks)		
% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.	
50%	<p><b>Duty:</b> Member service to boating community</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>Answer any questions related to marina usage/moorage/dry storage</li> <li>Facilitate the execution of all required applications/deposits/documentation</li> <li>Process fuel related charges &amp; corresponding notices</li> <li>Meter reading and processing of power usage &amp; corresponding notices</li> <li>Assign slips for moorage and dry storage per policies established</li> </ul>	
30%	<p><b>Duty:</b> Maintenance and Compliance support</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>Initiate work orders as needed per annual work plan, inspection results, committee requests, and others</li> <li>Document status of work orders in the work order system.</li> <li>Facilitate any ordering of supplies/materials as approved by Harbormaster</li> <li>Distribute notices for compliance &amp; follow up with issues at request of compliance personnel</li> <li>Create monthly report for distribution to committee, Board, and community on all maintenance and compliance activities related to the marina</li> </ul>	
20%	<p><b>Duty:</b> General office support to the General Manager/Harbor Master</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>Other projects or tasks needed at the request of the General Manager/Harbormaster not</li> </ul>	

necessarily related to marina operations.

### Lead Work/Supervisory Responsibilities

Lead Position: Yes  No

Supervisory Position: Yes  No

Assigns Work

Instructs Work

Checks Others' Work

Plans work

Evaluates Performance

\*Takes Corrective Action

\*Hires

\*Terminates

(\*Has the authority to effectively recommend these actions.)

### Working Relationships

Level of Supervision received (check one):

Direct/Close Supervision: Most work is reviewed in progress and upon completion.

General Supervision: Completed work is spot checked.

General Direction: Completed work is reviewed for effectiveness and expected results.

Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.

Add information that clarifies this position's interactions with others to accomplish work:

This position will initially be trained by the General Manager, but is expected to operate with little direction, but fully expected to communicate regularly with General Manager. Weekly staff meeting attendance is required.

### Working Conditions

Work Setting, including hazards:

Office setting 75% of the time. Outdoor dock/storage walks as needed

Schedule (i.e., hours and days):

Monday through Friday flexible schedule. Saturdays during peak crabbing season.

Travel Requirements:

None

Tools and Equipment:

Provided

Customer Interactions:

Daily

Other:

Benefits include PTO, Sick Time, 2% IRA Contribution

### Qualifications

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors).

Required Qualifications:

Computer savvy \* Customer service focused \* High emotional intelligence & ability to communicate/adhere to policy & rules with ease \* Highly organized & detail oriented

Key Competencies:

1. Forward Thinking

- Learns from history, but understands that it's a new day
- Identifies opportunities for improvement and change that add value
- Plans for future
- Commitment to continuous improvement
- Participates in problem solving

2. Community/Customer Focus

- Understands what brings value in a private community
- Seeks to help homeowners/customers understand policies – focus on helping owners be compliant, not find ways to avoid compliance
- Holds all owners to the same standard
- Understands and supports all types of customers
- Listens first

3. Mission oriented

- Seeks to understand what the current values are (set by leadership)
- Uses these values to drive decision making, identify opportunities that exude these values

4. Valuing Others

- Praise in public, criticize in private
- Encourages and helps others develop their strengths & interests
- Delegates and identifies opportunities to others to participate in a variety of work
- Values the team
- Accountable to the team

5. Work Standards

- Follows policies and expectations set (meal breaks, work hours, no overtime, etc)
- Professional appearance
- Friendly demeanor
- Exhibits appropriate time management skills – works on tasks essential to one’s job, prioritizes properly, works within one’s paygrade

6. Communication

- Integrity
- Listens and seeks to understand
- Makes no excuses, doesn’t blame others or other things

7. Adaptability

- Supports implemented changes
- Seeks to understand areas that are not clear enough to adapt to
- Identifies opportunities to implement change

**Special Requirements/Conditions of Employment**

List special requirements or conditions of employment beyond the qualifications above.

Pass background check, insurable with Village standards

**In-house Training Plan, If Applicable**

- Training by Harbor Master/General Manager 1 week on: marina rules/moorage/storage/MS Teams, TOPS system, reporting, HR, and general expectations for position
- Training by Maintenance Supervisor – .5 day on work order creation and documentation
- Training by Compliance Lead – .5 day on compliance process
- Training by Office Staff on Fuel system, keys & fobs, forms, accounting processes
- Training by Office Staff on office systems such as copier, phones, coffee maker, postage meter, etc.

**Acknowledgement of Position Description**

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date:

General Manager Signature (required):

**As the incumbent in this position, I have received a copy of this position description.**