



POSITION DESCRIPTION

TITLE: Marina Customer Service Specialist	STATUS: Non-Exempt
REPORTS TO: Marina Operations Manager	FT/PT: Full-time
DEPARTMENT/AREA: Port Orchard/Bremerton Marinas	DATE: August 2022

PURPOSE:

Serve as an ambassador of the Port by creating an excellent first impression with visitors and residents both in person and over the telephone. Responsible for greeting each person in a professional and gracious manner and providing appropriate information or referral needed for excellent customer service. This position performs general office duties as well as outdoor duties on the marina floats and at the fuel dock.

ESSENTIAL FUNCTIONS:

- Actively support the Mission, Vision, and Core Values of the Port through all aspects of position.
- Handle the front desk by greeting customers and visitors in a professional manner, determine their needs, and direct appropriately. Answer incoming calls, determine the purpose of callers, and forward calls. Respond to telephone, email, and visitor inquiries.
- Prepare moorage contracts and walk new monthly customers through the moorage process. Welcome them to their new home port and make them feel excited to be part of our marina family.
- Handle the registration process of guest boaters in a welcoming manner. Efficiently process their information and provide information relevant to their stay at the marina. Look for opportunities to make their experience a positive one by providing an overview of the marina facilities, directions to town if needed and other customer relations interactions.
- Interact with customers of the marina and make their home port experience a positive one to enhance retention. Take payments and process their account accurately, respond to questions and follow up on problems/maintenance issues. Diffuse challenging situations.
- Accurately, handle cash, credit card and check payments from visitors and customers. Reconcile and assemble accounting records on a daily basis.
- Perform outdoor duties including: assisting boaters with the fueling process, checking boats on marina floats daily, performing meter reads and performing line assistance for boaters.
- Maintain and regularly update customer files and spreadsheets. Prepare a variety of standard form letters, type and proofread correspondence and documents. Make and distribute copies. Prepare correspondence for mailing.
- Maintain various facility and customer keys and associated records.
- Perform light cleaning duties in the office including vacuuming, dusting and organizing

- Perform other duties as assigned and maintain flexibility to help with special projects as needed.

CORE COMPETENCIES / EDUCATION REQUIREMENTS:

High school diploma or G.E.D. Prefer one year of customer service experience preferably in the marine industry or hospitality field. Established experience handling cash and reconciling accounts; POS system and 10 key skills a must. Self-starter with ability to organize, prioritize and independently perform work assignments. Ability to build positive relationships and work within a team as well as handle customers in a variety of situations with superior customer service skills. Weekend/holiday availability required.

Ability to type a minimum of 55 wpm preferred with good grammar, proofreading required. Proficiency with various computer applications: Microsoft Office, specifically, Word, Excel and Outlook. Must be proficient in handling office equipment including computer, complex multi-line telephone system, printers, scanners, photocopy machines.

WORK ENVIRONMENT/TRAVEL/PHYSICAL REQUIREMENTS:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Some requirements may be modified to accommodate individuals with disabilities.

- While performing the duties of this job, the employee stands frequently and is required to sit 2-3 hours at a time (at least 75% of the job is sitting); use the hands to handle, finger, or feel objects, tools or controls.
- Successful performance requires specific vision abilities that include close vision and the ability to adjust focus. Must be able to hear to answer telephones and respond to inquiries.
- This position requires the ability to work at a high level of concentration in a fast-paced, often stressful environment with multiple interruptions. Ability to maintain positive relations with customers under pressure.
- This position requires walking, bending, stooping and occasionally lifting loads up to approximately 25 pounds; may require lifting overhead using a step stool.
- Duties are mainly inside in the office however, time periods during the day require outside walking on docks.

*Approved by HR and CEO
August 2022*

Please note this description is not designed to contain a comprehensive listing of requirements of the employee for this position. Duties, responsibilities, and expectations may change at any time with or without notice.

The Port of Bremerton is an equal opportunity employer