



Moorage Coordinator and Customer Service Supervisor

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 in Puget Sound while offering quality facilities and excellent value. We employ a dynamic team and provide a fun work environment.

Do you enjoy working with customers and have a knack for building relationships? 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.

The ideal candidate enjoys working one-on-one with boaters, stays organized while multitasking, excels with coaching co-workers, and has an aptitude for communicating verbally and in written formats. The moorage coordinator plays a critical role in developing and nurturing customer relationships through the assignment of moorage space within the marina. This position is responsible for ensuring maximum utilization of the marina by executing lease agreements, overseeing waiting lists, managing the liveaboard spaces, and assisting with guest moorage. Additionally, this role ensures boater compliance with the Port's rules, regulations, and environmental policies. The Moorage Coordinator has 2-4 employees reporting directly to them and is responsible for the day-to-day office operations.

PRIMARY FUNCTIONS

- Provide excellent customer service to moorage tenants, marina guests, and the public
- Maximize usage and revenue of all moorage slips
- Manage the moorage waitlist including signups, communications, annual renewals, and answering customer questions throughout the process
- Supervise the marina office team and oversee the day-to-day office operations
- Responsible for coaching and continual training of the marina office team
- Assist the marina office team with billing, assigning guest moorage, taking reservations, organizing special events, monitoring availability, ordering fuel, and general front office functions
- Ensure accuracy with all reporting, till reconciliations, and customer files
- Uphold the Port Rules and Regulations with emphasis on insurance and registration compliance, vessel inspections, and vessel measurements
- Track, report, and analyze moorage statistics to find new business opportunities

SECONDARY FUNCTIONS

- Provide support with public launch, dry storage, fuel dock, janitorial services, and boatyard
- Assist the Marina Manager and the Port Operations Supervisor as necessary

- Responsible for completing annual performance reviews and evaluations of direct reporting staff
- Facilitate conflict resolution and log Port incident reports
- Aid the finance staff in resolving billing discrepancies, customer issues, and account errors

EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES PREFERRED

- Knowledge of marina operations; two years' experience in marina operations (preferred)
- Experience and familiarity with recreational boating (required)
- Understanding of fundamental accounting practices (required)
- Ability to produce, analyze, and present reports (required)
- Productive in team settings and working independently
- Two years' experience in public relations and customer service (preferred)
- Excellent communication skills; verbal and written
- General knowledge of high volume and high customer service operations (preferred)
- General knowledge of safety and environmental regulations (preferred)
- Problem solving skills for resolving issues quickly (required)
- Proficient computer skills to include working knowledge of Microsoft Office Suite (required)
- Ability to follow instructions and work courteously with the public
- Ability to operate various Port equipment (training provided)

WORK ENVIRONMENT

- Required to stand, walk, or bend for extended periods of time.
- Required to lift, push or, pull objects weighing 50 pounds or less.
- Required to work various shifts.
- Required to work outside in all weather conditions.
- Required hearing and speaking to exchange information
- Requires handling or working with toxic/hazardous substances.

TRAINING, EDUCATION AND CERTIFICATIONS

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

EMPLOYEE BENEFITS

The Port of Edmonds offers a competitive and comprehensive benefits package that includes:

- Hourly rate of pay is \$31.11
- Medical, dental, vision, and prescription insurance paid up to 100% for employee and dependents
- Retirement benefits through Washington State Department of Retirement Systems, PERS
- Paid vacation and sick leave
- 11 Paid holidays per year
- Holiday Pay Premium of 1.5 x regular rate of pay
- Weekend Pay Premium; additional 10% of regular rate for all weekend shifts worked
- Paid 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; up to \$69.55 per month
- Training and education reimbursement plans

HOW TO APPLY

To apply for this position please:

- Complete the online Port of Edmonds application form, found at www.portofedmonds.org
- [Upload cover letter at the end of the online application form](#)

Position is open until filled with first review of applications August 31, 2021