



## PORT OF FRIDAY HARBOR

### Seasonal Dock Staff

#### **Job Description:**

The Seasonal Dock Staff position is responsible for providing outstanding customer service to existing and potential new customers and the general public in the highly dynamic and fast-paced environment of the Port of Friday Harbor. Duties include cash handling, booking reservations, checking in customers, assisting boaters in docking, and casting off, and regular rounds of the marina and properties.

#### **Day-to-day Tasks:**

- Provide outstanding, friendly customer service to all Port guests and tenants, including answering, responding to and managing customers' requests and inquiries in person, over VHF radio, via e-mail, and telephone.
- Responsible for front counter customer service at the Marina office including responding to customers' inquiries or complaints.
- Accurately and efficiently completes all sales transactions and maintains proper cash and media accountabilities at point-of-sale registers.
- Accurately enter charges and payments on accounts. Process tenants and guests in and out of the Marina, including calculating correct moorage and electricity charges.
- Assign slips for guest moorage and assist with maintaining accurate and current information regarding the status of each slip.
- Work efficiently and effectively in a highly dynamic, boisterous, and demanding office environment.
- Proactively see out opportunities to support other staff.
- Present a professional, clean, neat, well-groomed appearance in the Port provided uniform.
- Must be able to work weekends and holidays.
- Perform other duties, responsibilities, and special projects as assigned.

#### **What You Need to Bring to the Team:**

- Must be 16 years or older preferably with one year experience in customer service.
- Teamwork orientation, stress management/composure, and attention to detail.
- Must possess intermediate-level computer skills. Excellent customer service, multitasking, and communication skills.
- Physical ability to perform all the essential functions of the job. Physical demands include standing and working for up to 3 hours at a time; using a computer workstation for up to 3 hours at a time; hearing, speaking, and understanding the spoken English word; reading and understanding directions in English; seeing and adjusting focus at close and far distances and perceive depth and color, operating a computer and numeric keypad by touch; repetitive motion with wrists, and hands, and fingers; lifting or carrying up to 35 pounds. Routine walks of the marine facilities.

- Ability to work in both inside and outside environmental conditions as well as the ability to function in narrow aisles or passageways.
- Following an offer of employment and before starting work, pass a background/driving record check.

### **Why the Port of Friday Harbor:**

We truly believe that loving where you work matters! We aim to provide seasonal positions that provide great compensation and professional growth opportunities.

- Competitive hourly wage \$17.00--\$23.00 depending on experience.
- 40-hour/week schedule, part-time options available.
- Great working environment.
- Paid sick time and holiday premium pay.
- Pay incentives for returning seasonal staff.
- Pay incentives for committing to full season (May – Sept).

### **A Day in the Life of a Port of Friday Harbor Dock Staff:**

As a Dock Staff, you're in the center of the action at the bustling Port of Friday Harbor Marina. You will be doing the full range of administrative operations, including opening/closing procedures, cash handling, taking payments, ensuring customers' information remains secure, managing guest reservations, and much more! Your focus on accuracy and efficiency will keep things moving smoothly in this fast-paced environment.

Most importantly, you provide outstanding friendly customer service to all port guests and tenants. You answer, respond to, and manage customer request and inquiries in person, over a VHF radio, via email, and on the phone. By educating customers, you are able to ensure compliance with established port and marina best management practices, rules, and regulations.

You enjoy helping people find what they need in our amazing community and ensuring they enjoy their recreation time. Each day brings a new adventure in this customer service/hospitality position. You have the opportunity every day to be outside on the water helping and having fun!

### **Seasonal Staff Bonus Program:**

Seasonal employees that work 440+ hours in the peak season (April-October) will be eligible for a **\$1,000 end-of-season** bonus paid on their last paycheck, a **\$2,500 tuition stipend** paid directly to an accredited college, university, trade school, or **maritime-related program**. More details are available in the interview process.

### **Work Schedule:**

Part time and full time Seasonal Dock Staff positions available with shifts up to **40/hrs each week (May 1<sup>st</sup> – September 30<sup>th</sup>)**. Part time schedules available to accommodate staff in school and training. Shifts will be 8 hours per day during normal office hours (7:00am—6:00pm). Holiday pay does apply for Memorial Day, Labor Day, and the 4<sup>th</sup> of July.

# Application for Employment

## Seasonal Dock Staff

The Port of Friday Harbor complies with the Civil Rights Act of 1964 which prohibits discrimination in employment because of race, color, religion, sex or national origin. Qualified applicants are considered for all positions without regard to age, marital status, or the presence of a non job related medical condition or disability. The Age Discrimination in Employment Act of 1967 prohibits discrimination on the basis of age with respect to individuals who are at least 40 but less than 70 years of age.

### **Personal Information:**

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ M.I. \_\_\_\_\_

Date of Birth \_\_\_\_\_ Application Date \_\_\_\_\_

Address \_\_\_\_\_  
Street or Box # City State/Zip

Email \_\_\_\_\_

Phone Numbers: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Home Cell Other

Email Address: \_\_\_\_\_

Date Available for work \_\_\_\_\_ Best time to contact you \_\_\_\_\_

How did you hear about this position? \_\_\_\_\_

Please list any disabilities that could affect your ability to do this job: \_\_\_\_\_

\_\_\_\_\_

Please list any activities/commitments that may bar you from working when requested?

\_\_\_\_\_

### **Education Information:**

High School \_\_\_\_\_ Graduated? \_\_\_\_\_ Date \_\_\_\_\_

College \_\_\_\_\_ Graduated? \_\_\_\_\_ Date \_\_\_\_\_

**Skills:**

Computer Skills(please list types, programs etc.)\_\_\_\_\_

\_\_\_\_\_

Office Equipment you can operate(cash register, fax, copier, adding machine, etc.)\_\_\_\_\_

\_\_\_\_\_

Boat related skills(VHF radio, Walkie-Talkies, handling lines, etc.)\_\_\_\_\_

\_\_\_\_\_

**Employment History:**

1. Most recent Employer\_\_\_\_\_ Location\_\_\_\_\_

Position/Responsibilities:\_\_\_\_\_

Dates From\_\_\_\_\_ To\_\_\_\_\_ Reason for Leaving\_\_\_\_\_

Supervisor\_\_\_\_\_ Phone Numbers\_\_\_\_\_

2. Employer\_\_\_\_\_ Location\_\_\_\_\_

Position/Responsibilities:\_\_\_\_\_

Dates From\_\_\_\_\_ To\_\_\_\_\_ Reason for Leaving\_\_\_\_\_

Supervisor\_\_\_\_\_ Phone Numbers\_\_\_\_\_

**References:**

1. Name\_\_\_\_\_ Address\_\_\_\_\_

Phone #\_\_\_\_\_ Yrs.Known\_\_\_\_\_ Association\_\_\_\_\_

2. Name\_\_\_\_\_ Address\_\_\_\_\_

Phone #\_\_\_\_\_ Yrs.Known\_\_\_\_\_ Association\_\_\_\_\_

**Activities:**

Please list school, community, or business activities, etc.\_\_\_\_\_

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**Additional Information:**

Is there anything the Port should know about you or anything you want to tell us to support your application?

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I authorize investigation of all statements contained in this application for employment. I understand the misrepresentation or omission of facts called for herein will be sufficient cause of consideration for employment or dismissal from the company's service if I am employed. I understand that if I am employed a copy of my social security card and driver's license is required.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for your interest in the Port of Friday Harbor.