

# CITY OF NOME, ALASKA

## Job Description

### Harbor Office Assistant/Dock Watch

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**Range:** 11  
**Department:** Port  
**Reports to:** Harbormaster  
**Supervises:** N/A

**Approved by:** 

**Date:** 5/15/15

**Status:** non-exempt

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#### Summary:

The Harbor Office Assistant/Dock Watch works with the Office Manager, to provide clerical support and customer service for the Port & harbor office, as well as working with the Harbormaster and Harbormaster Assistant to provide field assistance in and around the facility to service vessels, track users and keep facility clean. This position is responsible for assisting with daily office support functions and customer service to harbor users, contractors and visitors, as well as field activities as directed by the Harbormaster. Assists the Office Manager and Harbormaster to document port related activities and receive payments. At times, may be responsible for exclusive office or field oversight at the Harbormaster's discretion.

#### Essential Duties and Responsibilities:

Assists in basic office duties including: answer telephone calls; provide customer service for port/harbor patrons; process customer payments; maintain customer files; provide required user forms; order/track necessary office supplies and other port related equipment; assist in port billing and port activity reports; meet deadlines; and expediting mail, payments etc. as needed. Assists with vessel security, line handling, oil spill clean ups as directed, as well as tracking of inbound/outbound vessel traffic when on duty; provide a variety of information on local services, monitors VHF radio when on duty. Assists with fuel transfers and performs fresh water transfers to ships, and keeps port facility and buildings clean of trash and debris.

Report safety related concerns to Harbormaster or Harbormaster Assistant.

Communicate effectively, and accurately document port related information including: billing issues, customer concerns and conflict situations in a professional manner.

In the absence of the Office Manager and Harbormaster, handle administrative duties in a timely, established manner. Represent the department to individuals on phone calls and walk ins.

Perform other duties as assigned.

**Supervisory Responsibilities:**

N/A

**Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

High school diploma or GED is required.

In addition, some experience in an office setting or comparable environment is required including working directly with the public. Must have a valid driver's license and have the ability to pass a background check for obtaining a Transportation Worker's Identification Card (TWIC) if needed.

Experience in handling money, making change, writing receipts, establishing and using computer billing and word processing and spreadsheet programs is required.

**Special Requirements:**

None.

**Language Skills:**

Ability to read, analyze and interpret procedures manuals, written instructions and policy memos.

Ability to write receipts, messages, internal reports, short notices, and flier creation.

Ability to effectively present information and respond to questions from co-workers, supervisors and customers. Ability to communicate effectively, gather verbal information and deal with the public for information referral and in conflict situations.

**Mathematical Skills:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Ability to calculate figures and amounts such as discounts.

Ability to count money, count back change, use and balance out the money drawer and fill out appropriate paperwork.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out a variety of instructions furnished in written, oral or diagram form.

Ability to define problems, collect information, document facts and convey information.

Ability to learn basic rules and procedures for the Port & Harbor facility, methods of money collection and receipting.

**Other Skills and Abilities:**

Must be able to work well in a fast paced, sometimes hectic environment.

Must be able to operate basic office equipment, ie., copier, scanner, printer, phone system, postage meter, etc. Must have experience in Microsoft Word & Excel and basic internet and e-mail skills. Ability to work additional hours including evenings and weekends during the summer season is necessary. Ability to maintain confidentiality is mandatory.

**Physical Demands:**

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, walk, stand, reach with hands, feel objects, stoop, stretch and grab, climb, bend, kneel and lift or crouch.

The employee is sometimes required to lift or move up to 75 pounds, and handle large and possibly wet vessel mooring lines individually. Ability to operate a small vessel with outboard motor is a plus.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will work in an office environment, and also required to perform duties outside of the office in various weather conditions which may include high winds, rain, mud, snow, ice, fog and cold temperatures.

The noise level in the indoor work environment ranges from light to moderate and outdoor environment from moderate to heavy. Ear protection may be required in some outdoor settings.