

City of Seward

Job Description

Job Title: Senior Administrative Assistant

Range: Progressive 12-14

Department: Harbor

Reports to: Harbormaster

Supervises: Administrative Assistants

Position: Regular, Full Time

Salary: \$19.82-27.31

Approved by:

Date:

Summary: Responsible for day to day operations of the front office of the Harbormaster Office. Responsible for accounting and billing preparation of all vessels utilizing the harbor or port facilities and receipt of fees. Maintains the department's financial files, including appointment calendars for facility usage; assists the Harbormaster and Deputy Harbormaster with Harbor related contracts, correspondence and leases, maintains the wait lists and issues slips annually.

Essential Duties and Responsibilities:

Assigns the day to day operations of Harbor office personnel including planning, directing and coordinating of the daily operations. Is responsible for the accuracy of all cash transactions and reporting.

Work is performed under the direct supervision of the Harbormaster, but substantial latitude is granted for the exercise of independent judgment and initiative.

The following accounting functions are ultimately the responsibility of the Finance Department. The Senior Administrative Assistant is directly supervised by the Deputy Harbormaster, these finance duties and responsibilities are being delegated to the Senior Administrative Assistant under direct supervision of the Finance Director with regards to the accuracy and completion of these duties and responsibilities. If for any reason these duties are unable to be accomplished, the Finance Director, with prior notice to the Harbormaster, has the discretion to retract these responsibilities and the Senior Administrative Assistant job description would be reevaluated. The functions are as follows:

- Closing the monthly Harbor Department books, this includes reconciling the monthly harbor month-end reports with finance's general ledger and making the appropriate adjusting journal entries.
- Preparing the Harbor and Seward Marine Industrial Center (SMIC) Funds for year-end audit each year, assuming the entire responsibility for making sure that the financials of the Harbor and SMIC are accurate.
- Monitoring and assisting the Harbormaster with the Harbor Department's annual budget.

- Monitoring the Harbor and SMIC budget each month to ensure that the Finance Department has properly classified expenditures to the proper place.
- Responsible for reconciling the passenger fee monthly reporting.
- Responsible for overseeing the utility billing for the Harbor Department.
- Materially participate in the finance audit annually.

Provides administrative support and secretarial services to the Harbormaster; drafts and produces general correspondence, memos, agenda statements and responses to inquiries; prepares a variety of reports, check requests and other forms.

Assists the public at the Harbor Office by responding to questions and complaints, providing harbor information, answering telephone calls and operating VHF marine radio. Communicates harbor and SMIC policies, and articulates City Ordinances outlined in the City Code, and Port & Harbor Tariff. Makes recommendations to the Harbormaster on suggested changes to City Code and Port & Harbor Tariff Regulation to ensure safe and efficient operations

Coordinates with programmers with *Paymentus*[™] and *The Marina Program*[™] to ensure these programs are working together and correctly processing payments. Acts as cashier by operating *The Marina Program*[™] to process payments/charges and track customer accounts, balances daily receipts and makes bank deposits; prepares account histories; implements various collection procedures. Performs all aspects of harbor billing, including, but not limited to: maintaining customer accounts and collection efforts; maintaining and operating electric meter reading hardware and software; coordinate with the Harbor Worker II staff and evaluate the information received from the meter reading. Printing, folding, inserting and mailing of harbor utility bills. Maintains electric meter connect and disconnect records/filing, accepting deposits, documenting all information.

Responsible for accounting and financial records for the Harbor Department; provides the Finance Department with Daily Cash Reports, End of Month Reports and End of Year Reports.

Assists Harbormaster in the administration of harbor leases; reviews lease files for compliance with terms of lease, insurance requirements and recording of documents.

Schedules and charges for marine Travelifts[™] (50 Ton and 250 Ton), pumps, tows and other port services and facilities, generates and distributes monthly statements in accordance with the Harbor Tariff, enforces Seward Marine Industrial Center Upland Boat Work Policy and Terminal Use Permits.

Responsible for compliance and collection of Passenger Fees; this requires interaction with the Clerk's Department.

Manages boat slip assignments annually pursuant to the provisions set forth in the City Code; locates and assigns available open slips for transient occupancy; prepares, distributes moorage expiration notices.

Develops and maintains the customer wait list records, sends annual reminder letters; manages transfer records for boat slips.

Responsible for developing Procedures Manuals for all harbor office procedures. Ensures that the harbor complies with all records-retention policies.

Performs Duties as a Notary Public as required.

Develops and distributes department newsletters. Performs other related work as directed by the Harbormaster and Deputy Harbormaster.

Other duties as assigned.

Supervisory Responsibilities:

Under the general direction of the Harbormaster, direct supervision is exercised over the work of the two Administrative Assistant IIIs with respect to training, planning, assigning, directing, reviewing and prioritizing work. Carries out supervisory responsibilities in accordance with the City's policies and applicable laws; supervises and instructs personnel in daily harbor and SMIC operations. Communicates work assignments, delegates tasks and responsibilities as required, controls the timeliness and quality of work performance through monitoring and evaluation. Controls productivity to ensure optimal utilization of resources; interviews, recommends for appointment or promotions, trains, disciplines, and evaluates Administrative Assistant IIIs. Addresses complaints and resolves problems, oversees and ensures employees receive adequate training. Works directly with the Harbormaster on staff scheduling, training, addressing customer complaints and resolving problems.

Qualification Requirements:

Work is performed under minimal supervision. 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:

Associates degree, preferably accounting related; and two to three years related experience and/or training; or equivalent combination of education and experience.

Progressive Development Plan:

Each year on the employee's anniversary date, the employee will be evaluated not only on his/her performance, but also on their professional development. The Deputy Harbormaster shall determine if the employee has received the required training and experience to allow for advancement from a range 12 to a range 13, then from a range 13 to a range 14, remaining at the same step. After the employee reaches a range 14, he/she shall remain at that range and receive annual step increases, if earned, in the regular sequence. If it is determined that the employee has not progressed to the next level, but has shown above satisfactory performance, he/she will be granted the regular merit increase of one step.

To progress to a range 13 requires the employee to have attended a course in Collections Training, to have received training in the proper filing of small claims, process Upland Boat Work Agreements and Terminal Use Permits. The employee with minimal assistance shall be capable of processing the annual transfer list, the wait list and issuing slips. Be knowledgeable of the Harbor Code and Harbor Tariff, and successfully participated with the Harbormaster in at least one full budget cycle for the Harbor.

To progress to a range 14 requires that the employee be capable of reviewing harbor leases for compliance and understand lease procedures, complete Harbor Department slip and utility billing cycle without assistance, process and monitor the Passenger Fee program, prepare the annual write off list for review by the Finance Department, generate the End of Year Reports for the Finance Department, reconcile monthly reports with the finance department's general ledger, prepare the annual Harbor and SMIC budgets with the harbormaster, and work with little or no direct supervision.

Language Skills:

Ability to communicate courteously and effectively present information orally and in writing to administration, supervisors, other employees, and customers; receive, research and respond to public inquiries and complaints concerning city code, and the harbor tariff; read, and interpret correspondence and procedure manuals.

Mathematical Skills:

Ability to add, subtract, multiply and divide, using whole numbers, common fractions, and decimals. The ability to calculate figures and amounts such as percentages and pro-rated fees.

Reasoning Ability:

Ability to analyze and solve problems, develop logical conclusions. Ability to interpret a variety of instructions in written and oral form; requires clerical knowledge, judgment and discretion.

Other Skills and Abilities:

Deal with the public in a pleasant and courteous manner, often in stressful situations; establish and maintain effective working relationships with harbor and city personnel and the public; be available to work in an office open seven-days-a-week and on most federal and state holidays including Easter Sunday, with expanded hours during the Salmon Derby.

Physical Demands:

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. 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 stand; use hands and fingers, tools or controls; talk and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

Public Relations:

Requires well-developed communication skills in maintaining effective relationships with the public. Employees will be courteous, helpful and conduct themselves in a manner which is appropriate for an employee in public service.

Work Environment:

Office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may work near occasional exposure to fumes and airborne particles.

The noise level in the work environment is moderate to loud.