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| **Position Title:** | RV/Marina Guest Services Representative Level II | | | |
| **Department:** | Finance | | **FLSA:** | Non-Exempt |
| **Immediate Supervisor (Title):** | RV Park-Marina Supervisor | | **Salary Range:** |  |
| **Positions Supervised by this Position (Titles):** | | None | | |

POSITION OBJECTIVES:

Maintain accurate daily functions of the RV and Marina Parks. Provide courteous and prompt customer service Port patrons and guests. Efficiently process moorage and RV reservations. Accommodate RV Park and Recreational Marina patrons by making and confirming reservations, registering guests, keeping records of occupied sites and slips, issuing access cards and permits, and collecting payments.

JOB FUNCTIONS:

# RV Park and Marina Reception (70% of Time) (Essential)

## Make reservations for the Port of Newport marina and RV Park

## Assist guests checking in and out of the Ports facility.

## Assign moorage and RV spaces, in a timely manner accurately prepare and maintain paperwork, contracts, and files.

## Perform cashier duties including processing guest payments, running reports and preparing deposits.

## Aid customers with knowledge of area.

## Communicate with and listen to customers, public, and coworkers in order to solve problems, get information,

## Process applications for long term tenants.

# Administrative Support (25% of Time)

## Prepare customer’s reservation by gathering customer data and placing customer’s information into the ports reservation system.

## Direct guest feedback to the proper department/persons.

Other duties as assigned (5%)

REQUIRED QUALIFICATIONS:

This position requires training and/or knowledge base equal to a high school education or equivalent.

This position requires previous work experience of between 6 - 18 months in customer service or any equivalent combination of education and experience which demonstrates the knowledge, skills and abilities to perform the essential functions herein described.

Must be in a physical condition compatible with job requirements, with reasonable accommodation.

CPR and First Aid Certification preferred

PREFERRED QUALIFICATIONS:

Must be able to work effectively despite constant interruption. Must be able to work in a safe and efficient matter with minimal supervision.

SPECIAL REQUIREMENTS OR LICENSES:

Must be at least 21 years of age and possess a driver’s license accepted by the State of Oregon upon hire and must be insurable by Ports insurance provider.

WORKING CONDITIONS:

Work is primarily conducted in an indoor office setting; the noise level is typical of most office environments where telephones, personal interruptions, and background noise are frequent. This level has a work environment that is usually well-protected, free from (minimal – 0-20%) hazards or obstacles. There is little or minimal element of personal risk or hazard. There is very little element of personal risk or hazard.

Positions rated at this level require (minimal 0-20%) physical effort such as light lifting, carrying or movement and is occasionally required to sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. Physical capability involves use of office or equipment where some agility and hand eye coordination is needed.

The position requires mobility, including moving materials weighing up to ten (10) pounds on a regular basis and infrequently moving materials which may weigh up to twenty (20) pounds. Manual dexterity and coordination are required for a limited amount of the work period for the operation of equipment such as computers and other standard office equipment.

Attendance at various meetings may require work after normal business hours and moderate travel.

COMMUNICATIONS:

This position has substantial responsibility for interaction with external contacts. Contacts may be within the organization structure, with organization residents. The person in this position has frequent interaction and communication with a broad range of people. Adverse consequence to the organization could be significant if interactions are not handled well. Employees regularly interact in with individuals.

Contacts frequently contain confidential/sensitive information necessitating discretion at all times.

SUPERVISORY RESPONSIBILITIES:

None

SUPERVISION RECEIVED:

This position is expected to handle regularly assigned work which includes making decisions and taking action under limited supervision. New or unusual work is performed with a moderate degree of supervision, assistance, and review. Situations periodically call for the exercise of limited discretion, latitude, or negotiation within loosely established guidelines for decision-making, however, assistance or resources are readily available.

SIGNATURES:

This document has been reviewed between the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

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| Employee Name | Employee Signature | Date |

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| Supervisor Name | Supervisor Signature | Date |

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*The Port of Newport also prohibits retaliation against an individual for engaging in activities protected under this policy and interfering with the rights and privileges granted under anti-discrimination laws.*

*Individuals with questions about equal opportunity and non-discrimination should contact the Director of Finance and Business Services for The Port of Newport, 541-406-0246.*