



<b>Position Title:</b>	RV Park and Marina Supervisor		
<b>Department:</b>	Finance	<b>FLSA:</b>	Exempt
<b>Immediate Supervisor (Title):</b>	Director of Finance	<b>Salary Range:</b>	
<b>Positions Supervised by This Position (Titles):</b>	2-3		

**POSITION OBJECTIVES:**

To carry out South Beach Marina and RV Park Policies and procedures as established. To always provide courteous and prompt customer service. Process moorage and RV reservations, money and related tasks: perform receptionist, clerical, and cash balancing; and keep statistical records of RV Park and Marina occupancy, increase occupancy and revenues at RV Park and Marina. Responsible for billing Marina and RV guests and collecting on past due accounts and collecting moorage holders rent. Provide accounting and statistical data as requested. Manage and set schedule for staff.

**ESSENTIAL JOB FUNCTIONS:**

**Accounting (40% of Time)**

- Balance accounts monthly.
- Issue moorage license agreements
- Ensure monies owed are collected in a timely manner.
- Maintain all files in a neat and orderly fashion.
- Prepare and distribute daily sales reports.
- Prepare and distribute monthly occupancy reports.

**RV Park and Marina Administration (40% of Time)**

- Respond to requests for reservations via telephone and in person
- Respond to customer requests via telephone and in-person.
- Make recommendations to Director of Finance to improve the use of the facilities.
- Adopt and implement new policies and procedures, and revisions to existing policies and procedures.
- Maintain daily contact with the South Beach Harbormaster and make him/her aware of needs and problems so they can be resolved.
- Resolve questions and problems presented by vendors, customers, department personnel and Port Management
- Do your best to anticipate RV Park and Marina park customers' needs.
- Assign moorage and RV spaces.
- Prepare and maintain related paperwork, contracts, and files.
- Maintain a file of customer written complaints and survey results.
- At month end provide a monthly summary of complaints and survey results to the Director of Finance, provide potential solutions to complaints, if appropriate.
- Create and maintain a process to gather information on other RV Parks and Marinas, including pricing, amenities, MLA's, marketing and reservation procedures.

- Provide administrative support for seizures of boats in arrears to be auctioned for payment
- Prepare comparative analysis to other RV Parks makes recommendations for price changes.

**Management (10% of Time)**

- Provide management guidance and supervision to RV Park office staff.
- Provide a safe environment for all staff in RV Park and Marina.
- Prepare schedule for RV Park and Marina park staff supervised.
- Maintain employee schedule and manage employee leave requests.
- Manage employee relations and team building.

**Other Duties and Special Projects as Assigned (10% of Time)**

**REQUIRED QUALIFICATIONS:**

This position requires an Associate degree. An equivalent combination of education and experience will be considered. This position requires 2-4 years of hospitality experience, or 3-5 years of indirectly related experience. Two (2) Years of Management experience required.

Requires working knowledge of RV Park and Marina operations, rates, charges, and policies.

Must be able to work with a minimum of supervision.

Ability to work on weekends and Holidays.

Maintain a flexible work schedule to accommodate peak season demands, special events, severe weather conditions, etc.

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

Must maintain good public relations with customers and the general public.

**PREFERRED QUALIFICATIONS:**

Experience in cash handling, and financial and clerical work.

**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.

CPR and First aid certification preferred.

**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 with only some (20-40%) occasional hazards or obstacles. There is a moderately low level of personal risk encountered while performing assigned work. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, and/or interactions with angry or hostile individuals.

Positions at this level require some (20-40%) physical efforts or manual labor such as lifting, carrying or constant movement and is often required to sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. This rating also includes job situations where speed, agility and hand eye coordination and equipment operation is a continual requirement.

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-five (25) 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.

**COMMUNICATIONS:**

This position has substantial (60-80%) responsibility for interaction with external contacts, generally at higher levels. Contacts may be within the organization structure, with organization residents, or with other organizations. Positions at this level have frequent responsibility for interaction and communication with a broad range of people and collaboration and cooperation must be established to accomplish assigned tasks. Adverse consequence to the organization could be significant if interactions are not handled well. Employees regularly interact in with individuals and in group meetings.

Contacts contain some discussion about confidential/sensitive matters.

**SUPERVISORY RESPONSIBILITIES:**

This position is normally responsible for a full range of supervisory responsibilities, including providing daily work direction, hire, discipline and terminate employees, make pay adjustments, communicate performance appraisals, approve absences, and/or make employee job/assignment changes subject to Department Head approval.

**SUPERVISION RECEIVED:**

This position regularly contributes ideas about new work methods and systems, but decisions or actions which commit the organization, or which are outside established policy/procedure are expected to be referred to others for final action. This position is expected to work under minimal supervision. Work regularly calls for decision, problem solving, and/or recommendations within scope of position responsibilities. Consideration of facts and options is required, but decisions usually have some precedent, resulting in only limited risk regarding outcome.

**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.

_____ Employee Name	_____ Employee Signature	_____ Date
_____ Supervisor Name	_____ Supervisor Signature	_____ Date

*The Port of Newport is a diverse community that provides equal opportunity in employment and in its programs and activities. It is the policy of The Port of Newport and its Board that no discrimination or harassment will occur in its employment practices or in any of its educational programs or activities based upon race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws.*

*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 Human Resources for The Port of Newport, 600 SE Bay Blvd, Newport, OR 97365, at 541-265-7758.*