

City and Borough Sitka, Alaska

Class Specification

Class Title	Harbor Office Manager (Harbor)
Class Code Number	7040
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	September 2010

General Statement of Duties

Manages Harbor Office and office personnel for the Harbor Department of the City and Borough; performs related work as required.

Distinguishing Features of the Class

The principal functions of an employee in this class are daily service in the Harbor Main Office and managing the moorage accounts and billing in support of Harbor operations. This involves the management of the Harbor Main Office in Thompson Harbor. The work is performed under the direct supervision of the Harbormaster but considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employee(s) in the class of Office Administrative Assistant - Harbors. An employee in this class performs the duties of other employees in the Harbor Department or related departments as required or as assigned by supervisory personnel. The nature of the work performed requires that an employee in this class be strongly oriented towards customer service and the general public's needs, maintaining effective working relationships with other Department and City employees, (especially Police, Fire and Utility Office personnel), State and Federal Officials. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Responsible for billing of all moorage fees and billing posting at the end of the month;
- Receives payments for Harbor services;
- Maintains the Harbor waiting list;
- Responsible for the reconciliation of Harbor accounts;
- Supervises, trains, and oversees the performance of the Administrative Assistant and provides input regarding performance to the Harbormaster for evaluation purposes;
- Provides assistance in the administration and enforcement of Title 13 of the Sitka General Code;
- Orders materials for the Harbor Department and maintains departmental inventory;
- Maintains petty cash accounts for the department;
- Makes travel and training arrangements for Harbor personnel as requested;
- Types departmental budget documents and monitors department budget expenditures;

- Establishes and maintains departmental files, and retrieves, copies and distributes materials to appropriate personnel;
- Receives and distributes incoming mail to all appropriate Harbor personnel;
- Types, prepares and/or transcribes correspondences for the Harbormaster;
- Answers departmental telephones, providing information to callers or referring individuals to appropriate Harbor personnel or other City and Borough departments or outside agencies as necessary;
- Greets visitors to the department, dispenses information as requested, refers visitors to appropriate personnel, answers questions, hears complaints, takes actions to resolve problems and represents the Harbor Department in a courteous and professional manner;
- Provides high-level administrative support by conducting research and preparing statistical report for Harbor projects;
- Performs special projects for the Harbormaster as requested;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps the Harbormaster and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving City and Borough activities or policies;
- Ability to supervise and train the Harbor Administrative Assistant, sometimes under stressful circumstances.
- Ability to learn and operate the Harbor computerized billing system;
- Some knowledge of the current practices and procedures involved in Harbor operations
- Thorough knowledge of computers, software, modern office supervision, procedures, and equipment;
- Ability in math to add, subtract, multiply, divide and derive percentages;
- Ability in writing to prepare correspondences according to standard business practices;
- Ability to accurately type materials at a reasonable rate of speed;
- Ability to learn City and Borough policies and Departmental rules, procedures, practices and objectives;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;

- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED, an Associate’s Degree or equivalent in Office Management or a related field preferred; and
- Considerable related office experience, preferably within a municipality; or
- General office supervisory experience;
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review documents in electronic and hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office environment and visit various work sites throughout the City and Borough.

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