

## CITY OF SANTA BARBARA EMPLOYMENT OPPORTUNITY



### **Harbor Operations Assistant** **\$52,033.28 - \$63,246.56 Annually**

#### **DESCRIPTION**

##### **The City**

At the City of Santa Barbara, the best part of our organization is our people. As a City of Santa Barbara employee, you will work in an environment with other motivated individuals who are passionate about their work. We strive to provide employees with the support they need to thrive. [Discover more about us, our values and our organizational culture here.](#)

##### **The Waterfront Department's Mission**

The mission of the City of Santa Barbara's Waterfront Department is to provide the community with a quality Waterfront for recreation and commercial use, along with mooring and landside services for boating activities.

**The Position** - The Waterfront Department is seeking a Harbor Operations Assistant. This is a key customer service position, with the ideal candidate being an energetic self-starter motivated to provide excellent customer service.

**Harbor Operations** - The Harbor Operations Assistant is a critical role in maintaining effective harbor operations, and is responsible to operate a variety of harbor security and operations equipment; record/log events for Harbor Patrol during emergencies; interact and coordinate with and assist other law enforcement agencies, such as the Coast Guard, Police Department, Sheriff's Department, California Department of Fish and Wildlife as needed.

The Harbor Operations Assistant provides emergency and routine control, monitoring and dispatch functions and related activities for the Harbor Operations Division. Provide responsible staff assistance to the department, the public and other city departments, while responding to and resolving inquiries.

**Customer Service** - This position is key to our customer service mission of providing provide the community with quality Waterfront recreational and commercial uses. The Harbor Operations Assistant provides quality customer service assisting waterfront visitors to utilize services offered. The Harbor Operations Assistant will answer questions at a public counter and on the telephone, will process payments and collect fees from a

variety of Waterfront customers. Additionally, this position assists and informs the public on office policies and procedures related to service provision at the Waterfront.

**Office / Clerical Support** - The Harbor Operations Assistant is assigned a variety of complex administrative and accounting duties related to assigned duties, and will maintain complex files, data and records, balance cash drawer daily and follow up on delinquent payments. Duties include preparation of a variety of reports, records and logs. Addressing requests for repairs, and create work orders as needed.

Provide exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment.

Current Work Schedule: Monday through Friday, 8:00 AM to 5:00 PM. Occasional weekend, evening or holiday work may be required.

## **EMPLOYMENT STANDARDS**

**Knowledge of:** Operations, services and activities of the Harbor Operations Division. Computer operations including a working familiarity with Microsoft Word, Excel, Outlook and Access. Principles of public contact and customer service techniques. Knowledge of boats, including their design, function and operating capabilities, and emergency response and safety protocol / priorities.

**Ability to:** Remain calm and effective under pressure. Assess a situation and determine an appropriate response. Remember instructions and information. Handle multiple tasks effectively and prioritize. Type and enter data into the computer at a speed necessary for successful job performance. Learn about the Waterfront area and its activities, including marinas, docks, boats, support facilities, tenant businesses, and commercial fishing; provide such information to the public. Understand and follow oral and written instructions. Clearly and tactfully communicate factual information to citizens. Prepare clear and concise reports. Interpret and explain City policies and procedures. Work independently in the absence of supervision. Learn to correctly interpret and apply or convey Department/City policies and procedures as well as pertinent state and federal laws. Provide exemplary customer service.

**Experience and Training:** One year of experience in harbor operations and working with the public is highly desirable. Experience with radio communications, harbor operations and the marine environment preferred.

**License Requirements:** Possession of a valid California Driver's License at the time of application.

## **SELECTION PROCESS**

**Applicants must submit a completed City Application and responses to the Supplemental Questionnaire.** Your application and supplemental

questionnaire should show all relevant education, training, experience, knowledge, skills, and abilities you possess that qualify you for this position. Applications may be rejected if incomplete.

All applications and supplemental questionnaires will be reviewed, and the most qualified candidates will be invited to continue in the selection process. The selection process may include any combination of an application/questionnaire rating, a written examination, an oral panel interview, and a departmental interview.

There is currently **one (1)** vacancy for this classification.

Communication regarding your application and/or status will be sent to the email address listed on your application. Please check your email and spam regularly throughout the recruitment process. You may also log into your governmentjobs.com account to view these emails.

**CITY APPLICATION AND RESPONSES TO THE SUPPLEMENTAL QUESTIONNAIRE MUST BE RECEIVED BY 5:30 PM ON THURSDAY, FEBRUARY 17, 2022.**

**ADDITIONAL INFORMATION**

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**Harbor Operations Assistant Supplemental Questionnaire**

- \* 1. Describe your customer service experience, handling routine and escalated situations.
- \* 2. Describe your administrative experience, including use of computers and cash handling experience.
- \* 3. Describe your general boating knowledge, and other marine/ocean activities related to harbor operations and administration.
- \* 4. Describe your experience working for, or with emergency response agencies.
- \* Required Question