**CHER-AE HEIGHTS INDIAN COMMUNITY**

**OF THE TRINIDAD RANCHERIA**Job Description

Job Title: Harbor Services Clerk

Department: Seascape Harbor/Pier

Reports To: Harbor Businesses Director (changed reporting designation)

FLSA Status: Non Exempt Part Time

Prepared By: Human Resources

Prepared Date: 3/14/17

Approved By: Harbor Businesses Director

Approved Date: 3/14/17

**Summary: This Seasonal position obtains and receives merchandise using computer and special software recording transactions in spreadsheets. Makes mooring reservations and or skiff rentals, collects launch, moorage and fish license fees.**

**Essential Duties and Responsibilities:** include the following: This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Other duties may be assigned.

Knowledge of the California Fishing Regulations questions and answers.

Greets customers and promote positive public relations.

Answer telephones, direct calls and take messages.

Makes mooring reservations, charter reservations, changes and cancellations.

Advise public of rules and regulations related to use of the Harbor and its facilities.

Collects fees from public for launching, mooring, merchandise purchases, fish licenses and other uses of the Harbor.

Responsible for duties of shift assignments and documenting all complaints and accidents according to procedure.

Maintains office in a neat and clean condition each day. Cleans and stocks shelves, counters, or tables with merchandise.

Balance your till and daily receipts.

Keep records of materials filed or removed, using log books or computer. Add new material to fill records, and create new records as necessary. Prepares inventories and ordering products possibly.

Accepts payment and makes change. Calculates sales discount to determine price.

Wraps or bags merchandise for customers.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Organizational Support - Follows policies and procedures; Supports organization's goals and values. Keeps Manager informed of any information that is essential to daily operation.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Asks for and offers help when needed.

**Qualifications:**

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:**

High School Diploma or GED; or six months to one year related experience and/or training; or equivalent combination of education and experience.

**Language Skills:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Good communication ability.

**Mathematical Skills:**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of basic software.

**Other Qualifications:**

Must pass pre-employment drug test with random drug screening.

Indian Preference.

**Physical Demands:** The physical demands described here 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 use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee is frequently required to stand; walk and sit. The employee is occasionally required to climb or balance. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**Work Hours:** Seasonal, subject to shift work, up to 30 hours per week M-F, and working all major holidays.

**Signature**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_