

Front Counter - Seasonal

Salary Hourly: \$19.00 - \$20.00

Hourly (Non-Exempt)

Reports to: Deputy Director

Job Closing Date: 05/20/2026

Applications are available online @ www.portcw.com and at the Port Admin. Office.

Position: Seasonal 3 Months (June, July, August) / 20 Hours per week

Schedule: Wednesday & Thursday 10:30 AM – 5:00 PM
Friday 8:00 AM – 4:30 PM

Benefits: Sick Leave accrual 1 hour for every 40 hours worked.
No Medical or dental

JOB DESCRIPTION

General Position Summary:

The Front Counter position serves as the first point of contact for customers, tenants, and the public, providing courteous, professional, and efficient service. This role is responsible for greeting visitors, answering inquiries in person, by phone, and electronically, and directing requests to appropriate staff or departments.

The position performs a variety of administrative and customer service functions, including processing payments, maintaining records, assisting with basic office tasks, and supporting daily front office operations. The Front Counter role helps ensure a positive customer experience while maintaining accurate information flow and supporting the overall efficiency and professionalism of the organization.

Essential Responsibilities: (The principal duties and responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Duties and responsibilities are also subject to change by the employer as the needs of the employer and requirements of the job change).

- Serve as the primary point of contact by greeting customers, tenants, and the public in a professional and courteous manner.
- Respond to inquiries in person, by phone, and electronically; provide accurate information or direct requests to appropriate staff.

- Receive and process payments, including cash, checks, and electronic transactions; issue receipts and maintain accurate records.
- Maintain front counter operations, ensuring the reception area is organized, presentable, and stocked with necessary materials.
- Provide administrative support, including data entry, filing, document preparation, and recordkeeping.
- Schedule appointments, coordinate meeting logistics, and assist with general office coordination as needed.
- Distribute incoming mail and deliveries; prepare outgoing mail and packages.
- Assist customers with forms, applications, or general processes, ensuring clarity and completeness.
- Maintain confidentiality of sensitive information and handle records in accordance with applicable policies and regulations.
- Support staff and departments by relaying messages, tracking requests, and following up on routine matters.
- Monitor and report any facility or safety concerns observed at the front counter or lobby area.
- Operate standard office equipment and systems, including phones, computers, and office software.
- Provide backup support for other administrative functions as assigned.

Secondary Functions:

- Other duties as required.

Job Scope & Accountability:

Work is recurring with occasional variation. Decisions are made according to organization policy and past practices. The incumbent operates with moderate supervision and some work is reviewed by the supervisor. The incumbent has no budgetary authority or responsibility. Errors in work can have an impact on the flow of work within the department and can have a possible effect on the reputation of the port.

Supervisory Responsibility:

Position has no supervisory responsibilities.

Interpersonal Contacts & Skills:

Communication may be face-to face, electronic or over the phone and is made with individuals both within and outside the organization and may involve challenging situations, including confidential or sensitive information.

Minium Qualifications:

Required Knowledge / Skills / Abilities:

- Ability to communicate effectively verbally and in writing.
- Ability to explain regulations.

- Exceptional customer relation skills; ability to interact with public.
- Attention to detail.
- Ability to manage multiple tasks and prioritize effectively.
- Ability to work both independently and as part of a team.
- Ability to make independent decisions, use discretion.
- Knowledge of and ability to use Microsoft Office Suite.
- Ability to use computers and software appropriate for the job and job responsibilities.
- Basic math skills, including addition, subtraction, multiplication, division and cash handling.
- Understanding of office procedures.
- Problem-solving skills and the ability to de-escalate customer concerns when needed.

Education and/or Experience:

- High school diploma or equivalent required. Two (2) years experience, in event planning or marketing fields.
- One (1) to three (3) years of customer service, reception, or administrative support experience preferred.
- Experience handling cash or processing payments is desirable.
- Proficiency with standard office software, including Microsoft Office (Word, Excel, Outlook), and basic data entry systems.
- Equivalent combinations of education and experience may be considered.

Physical Requirements/Job Conditions:

Physical ability to sit, stand, and bend for extended periods throughout the workday; talk, hear, walk, push/pull, stoop, kneel, and reach on a regular to seldom basis. Repetitive hand motions on a frequent basis, including fingering, grasping, and handling. Ability to read handwritten and typed documents on paper and/or on computer screens. Ability to lift or carry objects weighing up to 20 lbs. and drive on an as-needed basis. Work generally occurs in a climate-controlled office environment, working normal office hours.

Job Competencies:

- Problem-solving skills - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- Customer service skills - manage difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Interpersonal skills - focuses on solving conflict, not blaming; maintains confidentiality; keeps emotions under control; remains open to others' ideas and tries new things.

- Oral communication skills - speaks clearly and persuasively in positive and negative situations; listens carefully and sincerely considers the ideas of others; respects diverse opinions; responds well to questions; shares information and encourages openness in communications.
- Written communication skills - writes clearly and informatively; able to read and interpret written information.
- Teamwork skills - balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational support - follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Judgment - Displays willingness to make decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - Set and achieve challenging goals.
- 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; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.
- Initiative - Undertakes self-development activities; asks for and offers help when needed.
- Innovation - Meets challenges with resourcefulness; generates suggestions for improving work.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.