

## POSITION DESCRIPTION

<b>Job Title:</b>	Marina Administration Officer	<b>Date:</b>	June 2017
<b>Job Holder:</b>	Vacant	<b>Supervisor Name:</b>	Ian Plath
<b>Department:</b>	Commercial	<b>Supervisor Title:</b>	Marina Superintendent
<b>Location:</b>	Marina	<b>Level of Work</b>	I

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### 1. Position Context

The Commercial department provides professional, value-driven services to the whole of GPC in the areas of finance, information systems, property and business operations which incorporates the Gladstone Marina.

The marina team is focused on enhancing GPC's reputation as a good corporate citizen and owner / manager of first class marina facilities.

### 2. Job Purpose Statement

To provide a customer focussed service incorporating clerical, administrative and marine support to the Marina Office including monitoring and coordination of private and commercial small craft movements within the Corporation's control ensuring the swift and accurate processing of all related documentation together with associated general office procedures.

Assist with the management and operations of Community facilities which fall under the responsibility of the Marina Superintendent.

### 3. Job Accountabilities

- Provide a customer focussed service for all marina clients and users of marina precinct as the first point of contact.
- Contribute to the professional running of the marina services and facilities by:
  - Providing general reception and administrative services and support to the Marina Superintendent and team:
    - This includes preparing correspondence and reports, minute taking, filing, invoicing and receipting, JDE input and general duties as directed.
  - Allocating berths systematically to small craft to ensure the most efficient utilisation of marina facilities
  - Maintain vessel insurance documentation:
    - This includes data entry, sending of reminders re expired insurances, and staying abreast of changes / updates from Insurers / Underwriters.
  - Providing assistance to the Marina Operations Officers as required i.e. deck hand (safety watch).
  - Assist vessels when berthing as required.

- Ability to give precise directions over the radio and phone to vessel masters including the provision of berthing directions to the arriving vessels e.g. wind direction, tidal movements, stern in or bow in berthing, berth location on particular fingers.
- Allocation of berths as per vessel specifications.
- Assist and support the Superintendent in:
  - the management of property and assets;
  - the management of all major capital and refurbishment projects;
  - undertaking any project work or major events as directed by the Superintendent.
- Comply with all the Health, Safety and Environment management system requirements
- Comply with GPC's Code of Conduct and lead by example GPC's values and behaviours:-
  - *Sustainability* - We preserve the inherent worth of Port assets for future generations. We protect the health and safety of our people, the environment, and our community. We engage with and contribute to the communities in which we operate.
  - *Excellence* - *We continually strive for excellence in all that we do and constructively challenge for a better way. We are open to learning and appreciate that shared knowledge and innovation are essential to our growth.*
  - *Customers* - *We serve our customers and the Port community with pride and passion. We respond with urgency, anticipate their needs, and exceed their expectations.*
  - *Respect* - *We build relationships based on equality, dignity, honesty and trust. In all our dealings we strive to be friendly and courteous, as well as fair and compassionate.*
  - *Empowerment* - *We support and empower people to give their best and reach their potential. We fully apply our skills and capability, are accountable in our actions, and perform to the best of our ability.*
  - *Teamwork* - *We are one company, one team. We work together to achieve our objectives.*
- Comply with GPC's policies, standards and procedures in the workplace.

#### 4. Decision Making Authority

As in accordance with company policy/systems:

- Ability to access necessary information, obtain resources and use of facilities or equipment needed to carry out the work of this role

#### 5. Job Challenges & Impact

- Building and maintaining client relationships through excellent customer service
- Maintain and enhance relationships throughout GPC and with customers
- Operate effectively in an environment where there are conflicting demands on resources.
- Develop effective communication networks and techniques to provide information to relevant stakeholders

The role impacts on the ability of the Marina Superintendent to successfully run and manage the GPC marina facilities.

- Annual operating expenses, budget, revenues for Department (Contributory)
- Marina Assets controlled or affected (Contributory)

## 6. Key Relationships

### Internal

- Daily interaction with Marina Superintendent:
  - Report on progress and status of project/activities
- Finance, Security and Information Services members:
  - Clarify accountancy requirements, report computer malfunctions and security access
- Daily interaction with Marina team members
- Maintenance Department:
  - Request to obtain services and repairs

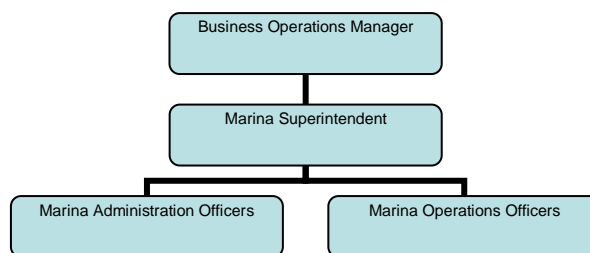
### External

- Marina clients and customers:
- General Public:
  - Daily interaction in promoting the port facilities and services and dealing with day-to-day information requests or complaints as required
- Australian Customs Service and AQIS:
  - Regular communication to advise on the arrival and departure of overseas yachts and vessels
  - Emergency services, such as Volunteer Marine Rescue, Qld Water Police

## 7. Level of Supervision

Direction is provided on the tasks to be undertaken with latitude to rearrange sequences and discriminate between established methods. Guidance on the approach to standard circumstances is provided in procedures, guidance on the approach to non-standard circumstances is provided by a supervisor. Checking is selective rather than constant.

## 8. Organisation Chart



## 9. Formal Qualifications required for the position

### Essential:

- C Class Drivers Licence.
- Ability to obtain Long Range Operator Certificate of Proficiency or Short Range Operator Certificate of Proficiency or Australian Water Qualification (or previous equivalent).

### Desirable

- Shipboard Safety Skill Set qualification (previously Elements of Shipboard Safety).
- Completion of Cert III or IV Business Administration

## 10. Required Experience, Knowledge and Personal Attributes

It is **essential** for the job holder to demonstrate experience and/or knowledge in the following:

Capability	Description
1. Administrative skills	<ul style="list-style-type: none"> <li>Provide a customer focussed service incorporating administrative support by assisting in data entry, preparing reports, handling information requests, and performing clerical functions such as preparing correspondence, minutes, maintaining files, receiving visitors, and responding to phone requests.</li> <li>The ability to proactively coordinate work schedules to achieve group goals, determining priorities and allocation of time and resources effectively.</li> <li>The ability to use computer systems and related office technology proficiently. Intermediate to Advanced level of proficiency in MS Office suite.</li> </ul>
2. Communication	<ul style="list-style-type: none"> <li>Demonstrated ability to communicate with all levels of management, internal and external candidates, as well as external providers.</li> <li>Key focus is on relationship building and customer service.</li> </ul>
3. Marina operations	<ul style="list-style-type: none"> <li>Understands the importance of effective operations of the marina for GPC.</li> <li>Understands and applies vessel and berth management guidelines.</li> <li>Understands maritime terminology for vessels.</li> <li>Experience with berthing vessels within a marina environment.</li> <li>Experience in or with a marina electronic arrival and departure booking and accounting program e.g. Pacsoft.</li> </ul>
4. Pollution understanding and management	<ul style="list-style-type: none"> <li>Demonstrates knowledge of oil pollution regulations.</li> <li>Demonstrates knowledge of Queensland and Australian Authorities / Organisations who are responsible for pollution control in our water ways.</li> </ul>
5. Problem Solving	<ul style="list-style-type: none"> <li>The ability to reason, think analytically, conceptually and laterally in order to solve problems and make appropriate decisions.</li> </ul>
6. Social Influencing	<ul style="list-style-type: none"> <li>The ability to achieve personal goals in social interaction while simultaneously maintaining positive relationships with others over time and across situations.</li> </ul>
7. Driving Results	<ul style="list-style-type: none"> <li>The ability to overcome obstacles to achieve results brings ideas into action, and 'push forward' with energy, enthusiasm and urgency.</li> </ul>
8. Modelling GPC Values & Behaviours	<ul style="list-style-type: none"> <li>Willingness to understand, demonstrate and encourage the values and behaviours of GPC.</li> </ul>