

**Port of Kalama
Job Description 2021**

Title: Interpretive Center Attendant
Department: Administration
Reports to: Human Resources Manager
Non-Exempt

General Position Summary:

This position performs duties related to manning the Port of Kalama Interpretive Center. These duties include, but are not limited to, greeting visitors; answering questions about the Port of Kalama, local businesses, and surrounding area; providing directions as needed; and occasionally working during an after-hours event.

Essential Functions/Major Responsibilities:

- Greet and interact with visitors in a professional manner.
- Answer questions about Port properties and local businesses as requested.
- Use an iPad or laptop to research and provide information and directions as needed.
- Work the occasional after-hours event as needed.
- Make sure administrative building is locked and security system is armed upon leaving.

Secondary Functions:

- Other duties as assigned.

Job Scope:

Performs duties independently with minimal supervision. Decisions are of a routine nature made within established authority. Mistakes/errors may result in loss of business, poor customer relations, and/or damage to the Port's image, all of which can have negative financial and political implications for the organization.

Supervisory Responsibility:

The position has no supervisory functions.

Interpersonal Contacts:

In any dealing with the public, employees shall be courteous and professional. Sir, Ma'am, or Ms. are appropriate when a personal relationship does not exist with the

person greeted. The employee is to always present the Port and members of the staff in a positive way to the public.

Clients, consultants, and other business partners of the Port are always to be addressed with professionalism. When dealing with disgruntled clients, extra care is to be taken to remain objective and professional.

Interactions with other Port personnel are to be courteous and respectful, regardless of position within the organization.

All interactions involve information exchange and problem solving and are because of regular, on-going duties. Interaction comes in the form of face-to-face contact, phone, written and e-mail.

Specific Job Skills:

- Good interpersonal, communication, customer service, and time management skills.
- Ability to read, write, speak, and understand English.
- Ability to efficiently type, use word processing, spreadsheets, and other PC software in the Windows environment.
- The ability to operate office equipment such as, but not limited to, PC's, printers, fax machines, copy machines, laminators, multi-line telephone systems and typewriters.
- Physical ability to engage in repetitive motions of feet, to hear, to see, to move office supplies, files, and equipment, to bend, to twist, and to climb stairs.
- Ability to instigate and perform responsibilities associated with on-going assigned tasks with minimal supervision.

Education and/or Experience:

The position requires a minimum of two years of experience in a multi-tasking professional environment. Must be self-motivated. A high school diploma is required as a minimum.

Job Conditions:

The position is in a professional environment that requires multi-tasking and interactions with the public. Standing and sitting may be required for long periods of time.