

# SANTA CRUZ PORT DISTRICT EMPLOYMENT OPPORTUNITY



## Customer Service Representative

*Regular Full-Time Position*

*Salary: \$5,019 to \$6,726 per month*

### THE COMMUNITY AND PORT DISTRICT

Santa Cruz Port District is an independent special district government responsible for the administration and operation of Santa Cruz Harbor, located 70 miles south of San Francisco and 35 miles north of Monterey. Santa Cruz Harbor provides permanent moorage for approximately 1,200 wet-berthed and 275 dry-stored vessels and offers both residents and visitors access to a variety of recreational and commercial opportunities.

### THE POSITION

Santa Cruz Port District is seeking qualified candidates for the regular, full-time position of Customer Service Representative. Under general supervision, provides front desk customer service duties for guests, customers, and clients of the Santa Cruz Port District (District); processes payments, service requests, and slip licenses.

### ESSENTIAL FUNCTIONS

- Processes payments for District services, maintains account records, and creates new accounts.
- Answers phone, radio, and walk-in inquiries about District services, programs, weather, and harbor conditions; explains rules, policies, and procedures.
- Completes daily transaction deposits and monthly marina account corrections including recurring charges and slip releases or trades; sets up all new slip, wait list, and transient accounts in the marina program; assigns dock space, issues parking permits and dock keys, collects valid IDs, registration and paperwork for vessels.
- Monitors VHF radio traffic and live camera; uses radio and phone to dispatch harbor personnel to respond to service requests and emergencies as needed.
- Inventories and orders office supplies; organizes and maintains forms, brochures, and informational items.
- Supports the relationship between the District and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and District staff.

*The complete job description and online employment application are available on the Port District's [website](#).*

### EDUCATION AND EXPERIENCE

High School diploma or GED equivalent; AND one year of bookkeeping and customer service experience; OR an equivalent combination of education, training, and experience.

### SKILL IN

- Courteous and effective customer service
- Accurate and efficient data entry
- Collaborative teamwork and relationship building
- Computer applications and ability to learn specialized software
- Strong verbal and written communication

### COMPENSATION AND BENEFITS

The salary range for this position is \$5,019 to \$6,726 per month, depending on qualifications.

The Port District offers full benefits which include:

- Retirement: The District participates in the California Public Employees' Retirement System (CalPERS). Employees' tiered placement is dependent on status as a "classic" member or "new" member.
- Medical/Dental/Life Insurance: Employee and eligible dependents receive medical, dental, life and long-term disability insurance.
- Paid Leaves: 10 days of vacation accrual; 12 days of sick accrual; and 13 holidays per calendar year.

### HOW TO APPLY

To apply, submit:

1. A completed Santa Cruz Port District Application;
2. Resume is optional.

**APPLICATION DEADLINE: February 26, 2025, 5:00 PM**