

Port of Friday Harbor

Job Title: Harbormaster (Marina Operations & Administration)

Department: Marina Operations

Reports To: Deputy Director

Salary Range: \$98,000-120,000

Benefits: Family medical, dental, vision, life insurance, disability insurance, Public Employee Retirement Plan, optional deferred compensation, paid time off, 12 paid holidays

Job Listing Date: June 2026

Principal Purpose of the Position

The Harbormaster is responsible for the leadership, management, and strategic oversight of the Port of Friday Harbor Marina, Shipyard Cove Marina, Jensen Marina, and Jackson Beach, including associated facilities and services. This position provides operational leadership for marina administration, financial performance, customer service, and staff management within a dynamic, public-facing environment.

The Harbormaster ensures compliance with Port policies, procedures, and applicable regulations while maintaining high standards for safety, security, and operational performance. The role supports marina capital improvement planning by providing operational input, coordination, and public communication, and contributes to long-term planning efforts focused on modernization, sustainability, climate resiliency, and economic development.

Strong communication, customer service, and relationship-building skills are essential to support effective tenant relations, community engagement, and coordination with partner agencies.

Level of Authority

- Serves as a member of the Port's management team in setting operational goals, capital priorities, and financial plans.
- Exercises independent judgment in marina operations, personnel supervision, and customer service matters.
- Supports marina capital projects by providing operational input, coordination, and public communication from the marina operations perspective.
- Oversees service agreements and vendor relationships within assigned authority.

Essential Job Functions

Marina Operations & Management

- Direct day-to-day operations including moorage assignments, occupancy management, waitlists, customer service, and performance monitoring.
- Administer marina management systems, records, reporting tools, and digital platforms supporting efficient operations and informed decision-making.

- Develop, implement, and update operational procedures to improve service consistency, safety, and performance.
- Coordinate with maintenance staff and Port departments to support preventative maintenance, asset lifecycle planning, and repair and replacement priorities.
- Prepare for, attend, and present at Port Commission meetings, delivering operational updates, financial insights, and recommendations to support informed decision-making.
- Provide regular updates and coordinate closely with the Deputy Director regarding marina operations, performance, and strategic priorities.

Financial & Business Management

- Develop, manage, and monitor marina operating and staffing budgets.
- Oversee cash handling, fee collection, deposits, and related financial controls.
- Analyze operational and financial data and recommend rates, fees, pricing strategies, and revenue optimization opportunities.
- Identify revenue diversification opportunities and coordinate with finance staff to ensure compliance with Port financial policies.

Capital Projects & Infrastructure

- Support marina capital improvement planning and project coordination with Port leadership and project teams.
- Serve as the primary marina operations liaison during capital projects, ensuring alignment with day-to-day operational needs.
- Coordinate and communicate project information to tenants, customers, and the public, including schedules, access changes, and impacts.
- Assist with grant-related data collection, reporting, documentation, and coordination related to marina and waterfront improvements.

Safety, Security & Environmental Compliance

- Administer marina safety and security programs, emergency preparedness, and incident response.
- Ensure compliance with applicable local, state, and federal regulations, permits, and Port policies.
- Support environmental stewardship through best practices, pollution prevention, and resource protection measures.
- Enforce Port rules and coordinate with emergency responders and partner agencies as needed.

Strategic Planning & Development

- Support long-range planning, marina modernization, and facility improvement efforts aligned with Port and community priorities.
- Contribute to master planning, operational strategies, capital priorities, and policy development related to marina services and infrastructure.

Customer Experience & Community Engagement

- Foster positive relationships with tenants, customers, liveboards, contractors, community members, and partner agencies.
- Lead tenant relations, outreach, and engagement efforts that promote transparency, service quality, and trust.
- Coordinate and support marina-related promotional events and activities.

Staff Leadership

- Recruit, train, schedule, supervise, and evaluate marina operations and dock staff.
- Promote accountability, teamwork, safety, reliability, and professional standards.
- Support employee development, cross-training, performance improvement, and annual evaluations.
- Recommend staffing levels and operational improvements.

Climate Resiliency & Sustainability

- Support planning and implementation of sustainability, electrification, and climate resiliency initiatives affecting marina operations.
- Integrate resiliency, operational efficiency, and environmental considerations into daily operations and long-term planning.

Qualifications

Minimum qualifications should align with the essential functions of the position and include the equivalent of six (6) years of experience in marina-related management and operations. Any combination of education and experience will be considered.

- Demonstrated leadership experience in marina, port, harbor, or comparable waterfront operations.
- Experience managing daily marina operations, including moorage administration, occupancy tracking, and customer service.
- Budget development and financial management experience, including revenue collection and fee analysis.
- Experience supporting or coordinating capital improvement projects and infrastructure upgrades.
- Knowledge of regulatory, safety, security, and environmental compliance requirements related to marina or public facility operations.

- Proficiency with marina management systems, financial software, Microsoft Office, and other digital tools.
- Strong communication, supervision, and team development skills.
- Ability to support long-range planning, economic development, sustainability, and climate resiliency initiatives.
- Ability to work weekends, holidays, and on-call as operational needs require.

This job description reflects general details necessary to describe the job's essential functions and level of knowledge and skill typically required. The job description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, such as working in other areas to cover absences or relief, or to otherwise balance the workload.

Equal Employment Opportunity & Accommodation

The Port of Friday Harbor is an equal opportunity employer and does not discriminate on the basis of any protected class under applicable local, state, or federal laws.

The Port is committed to providing reasonable accommodations to qualified individuals with disabilities to enable them to perform the essential functions of this position. Requests for accommodation will be considered on a case-by-case basis in accordance with applicable laws and operational considerations.

This job description is intended to describe the general nature and level of work performed and does not constitute an employment agreement. The Port reserves the right to modify job duties, responsibilities, and requirements as organizational needs evolve.

Applicant Acknowledgment

Are you able to perform the essential functions of this position, with or without reasonable accommodation?

Yes No

Signature: _____

Date: _____