

NORTHWEST MARITIME CENTER

Port Townsend, Washington



JOB DESCRIPTION: Operations Assistant

The Operations Assistant is one part registrar assistant and one part organizational glue. Working under the supervision of the Operations Coordinator, this position will work as a team to ensure a smooth registration experience for the variety of Northwest Maritime Center program participants, and act in a support role for staff, board, tenants, donors, the public, and the growing community of stakeholders. This position will serve as the first point of contact for our organization and its programs with a spirit of impeccable customer service.

PRIMARY RESPONSIBILITIES:

- **Registrar Assistant:**
 - Register participants and process payments for NWMC program and event participants utilizing a variety of software platforms (CampBrain, QuickBooks, Eventbrite, and custom Gravity form tools)
 - Through coordination with lead event and program staff, process event related registrations for NWMC's events – Wooden Boat Festival (WBF), Race to Alaska and Seventy48
 - Assist with:
 - Communications with attendees to collect all required releases and verification that payment is received prior to any event or program
 - Maintaining accurate records for Wooden Boat Festival (Boats, Vendors, Exhibitors, and RVs for Festival/Events staff) and R2AK/Seventy48 races (Teams, Events, SPOT trackers, etc.)
 - The preparation of program paperwork for Programs staff prior to the start of each program and administration of scholarships.
 - Ticket sales for various ticketed events
 - Staffing NWMC event registration locations and serve as liaison for registered participants during events
 - Registrations for International Travel program.
 - Eventbrite pages for events as needed.
 - Managing waiver forms after season is over for record keeping efficiency – for all programs (Adult, youth, R2AK, Seventy48, Regattas, and Festival).
 - Processing revisions to registrations as needed.
- **Organizational Glue:**
 - Thorough understanding of NWMC's activities to answer inquiries in person, by phone, or email and/or direct to appropriate staff
 - Maintain organizational calendar with current activities
 - Prepare weekly events schedules for distribution at locations around campus and community.
 - Field membership and donor related questions, using NWMC's donor database in Salesforce, as needed.
 - Support Operations Coordinator in daily opening and lock up of the admin office.
 - Provide administrative support to team during key event weekends.



- In the absence of librarian, check out items to patrons of H.W. McCurdy Library.
- Order office supplies for staff
- Daily processing of mail.
- Maintain calendar of staff birthdays and circulate cards for signature in advance.
- And other duties as assigned

GENERAL OPERATIONS

While this position's primary responsibility is in organizational and registrar support, the Operations Assistant will work as part of the NWMC team to ensure smooth operations for the organization as a whole. This could include providing information to visitors to the Maritime Center and helping out in projects and events that require all-hands-on-deck, to helping tie up a vessel coming into our dock because you happen to be standing there. We all pitch in for the heavy lifting now and then—sometimes this is metaphoric; occasionally we all have to actually help lift something heavy.

MINIMUM QUALIFICATIONS

- 2+ years relevant experience.
- Responsible, detail oriented, proactive, and have the ability to represent the NWMC in a friendly and enthusiastic manner.
- Excellent communications skills.
- Excellent computer skills.
- Demonstrated ability to work independently, as well as a part of a team.
- Attention to detail, flexibility, patience, calm under fire, thick skin, and a sense of humor.

PREFERRED QUALIFICATIONS

- Working knowledge of maritime culture/boats/local marine trades
- Previous QuickBooks, Eventbrite, or CampBrain experience

Position is part-time, 20 hours a week average

Offices are located at 431 Water St., Port Townsend, WA 98368

Position title: Operations Assistant

Reports to: Operations Coordinator, Kate Philbrick

Wage: \$15 - \$16 per hour non-exempt – DOQ

Send resume and cover letter to kate@nwmaritime.org

