



CITY OF AVALON

MARCH 2015
FLSA: NON- EXEMPT

FUEL DOCK SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and participates in the work of fuel dock staff within the Harbor Operations Department; plans, coordinates, and participates in the maintenance and repair of City's fuel dock and surrounding area; administers, monitors, and provides technical input for assigned operations and related projects and programs; provides responsible technical assistance to the Harbor Master; performs a variety of technical tasks relative to the assigned functional area; provides customer service to the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Harbor Master. Exercises direct and general supervision over temporary seasonal staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the fuel dock operation and maintenance series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of seasonal fuel dock staff and services provided to the general public. Incumbents are expected to independently perform the full range of fuel dock operation and maintenance duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Harbor Master in that the latter is a Director level classification that has overall management responsibility for all harbor programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, reviews and participates in the work of assigned staff in the operation and maintenance of the City's fuel dock.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.



- Monitors operations and activities of the fuel dock work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs.
- Monitors, controls, and orders supplies as necessary, including fuel; prepares documents for procurement.
- Supervises and participates in the operation of the fuel dock store and cash register; reconciles cash register at the end of the day; tabulates amount of fuel sold at the register and resolves discrepancies.
- Supervises the use and operation of the fuel dock; ensures safe conditions for staff and public, including the proper fueling of marine vessels.
- Provides responsible customer service at the fuel dock, including assisting patrons with equipment operation.
- Monitors fuel pump spill buckets; determines if leaks are present and shuts down fuel pumps as necessary.
- Maintains the dock area in safe and working order, including adjusting dock levels, clearing the shoreline of debris, emptying trash receptacles, and securing boats during high winds.
- Maintains dock facilities and equipment, including lubricating equipment, painting facilities, and repairing and replacing boards, bumper guards, and dock boxes.
- Inspects fuel dock and surrounding area; identifies maintenance needs; performs maintenance and repair of fuel dock as necessary; submits work orders for maintenance as necessary.
- Troubleshoots operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problems.
- Coordinates assigned services and activities with those of other divisions and outside agencies.
- Oversees safety programs and training for the assigned functional areas and work groups; assists in action planning for safety programs; implements and monitors risk management plans regarding hazardous materials.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of providing customer and personnel services, including assessing customer needs and evaluating customer satisfaction.
- Basic principles, practices, tools, and materials as they relate to the maintenance and repair of dock facilities, equipment, and appurtenances similar to the City's fuel dock.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.



- Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary resuscitation (CPR) methods.
- Occupational hazards and safety equipment and practices related to the work.
- Registers and basic cash handling skills.
- Basic computer software related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Perform a variety of basic tasks in the maintenance and repair of dock facilities and equipment.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Perform duties in a manner to maximize public safety in the area of dock maintenance and repair.
- Operate a variety of vehicular and stationary mechanical equipment in a safe and effective manner.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to heavy equipment required for the work.
- Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and CPR.
- Follow department policies and procedures related to assigned duties.
- Make accurate arithmetic calculations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to possession of a high school diploma and five (5) years of increasingly responsible experience in performing maintenance and repair work related to the assigned facilities, systems, and appurtenances, boating experience, and two (2) years of customer service experience.



Licenses and Certifications:

- Possession First Aid Certificate and CPR Certificate within three months of hire.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, and to operate varied hand and power tools and equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 100 pounds, or heavier weights with assistance or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.