

EMPLOYMENT OPPORTUNITY



San Mateo County Harbor District Customer Service Coordinator

Salary Range: \$6,297 - \$8,437 per month plus benefits

First Review of Applications
October 17, 2025, at 4:00 PM

The San Mateo County Harbor District (District) has a full-time employment opportunity with excellent benefits for a Customer Service Coordinator. Under general supervision, performs a variety of paraprofessional customer service, accounts receivable, and administrative support duties; answers questions and resolves issues; processes customer billing; issues permits; receives, documents, and deposits payments; performs routine clerical duties to support District operations; and performs related duties as assigned.

SCHEDULE AND LOCATION:

The regular work schedule for this position is Sunday through Thursday, 8:00 AM to 5:00 PM.

- **Sunday and Monday:** Pillar Point Harbor, 1 Johnson Pier, Half Moon Bay
- **Tuesday through Thursday:** District Administration Office, 504 Avenue Alhambra, Suite 201, El Granada

On occasion, this position may also provide coverage at Oyster Point Marina, 95 Harbormaster Road, South San Francisco.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a management position in the Administrative Services Department. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level paraprofessional classification, capable of performing a wide variety of duties in the areas of customer service, accounts receivable, and administrative support. Positions in this class are assigned the full range of duties, work independently, and exercise judgment and initiative. Positions at this level work within established policies and procedures, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Duties may vary based upon the work unit to which assigned.

This class is distinguished from Accounting Technician in that the latter performs paraprofessional financial duties in the areas of accounts payable, contracts, and grants. This class is distinguished from Administrative Technician in that the latter

primarily provides paraprofessional administrative support to the Administrative Services Department. Incumbents may be cross trained to provide backup for other paraprofessional administrative positions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Class specifications are intended to present examples of the duties performed by employees in the classification. Any one position may not include all of the duties listed, nor do the listed examples include all tasks that may be performed by positions in this class.

- Serves as the District's first point of contact at the public counter, on the phone, and via email; answers questions and provides information concerning District activities to customers; resolves customer issues, concerns, and complaints.
- Computes, collects, processes, balances, and deposits various fees and payments; issues receipts for monies collected.
- Enters and maintains records and transactions in the District's computerized billing system; prepares and processes customer billings.
- Opens, updates, and closes customer accounts; provides and processes required documentation; assigns and tracks berth spaces.
- Issues written warnings for violations, such as expired boat registration or insurance.
- Assists in past due, collections, and lien processes for customer accounts, which involves sending delinquency notices to customers, gathering information for an external lien vendor, tracking the progress of the collection process, scheduling lien sales of vessels, and communicating issues to District management when necessary.
- Issues, maintains records, and tracks the status of various permits.
- Provides required lessee and permit information to County Tax Assessor.
- Performs routine clerical work for the District's operational services; receives, opens, time stamps, and distributes incoming mail; updates and revises forms, procedures, lists, and notices that relate to District operations; maintains public bulletin boards with current information; maintains office supply inventory.
- Assists in promotional and marketing activities and events, including writing and sending letters to request donations and coordinating vendors, staff, and judges.
- Maintains the front office and work areas in a clean and orderly manner; coordinates the front office work and organizes forms, files, and signage for Operations staff; secures the front office and equipment at closing of day.
- Operates and monitors radio to communicate with Operations staff and boaters as needed.
- Provides backup to the Accounting Technician and other paraprofessional administrative staff as necessary.
- Performs related duties as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

- *The requirements listed below are representative of the knowledge and ability required.*

Knowledge of:

- Basic principles and practices of financial recordkeeping, reporting, accounts payable, and accounts receivable.
- Methods and techniques of coding, verifying, balancing, and reconciling records.
- Business arithmetic, including calculation of percentages, fractions, and decimals.
- Technique for providing a high level of customer service by effectively interacting with the public, customers, and District staff.
- Modern equipment and communication tools used for business functions, including computers and software programs relevant to work performed (e.g., word processing, spreadsheet, and billing system software).
- Federal, state, and local laws, codes, and regulations applicable to assigned function.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Perform a variety of financial, accounting, recordkeeping, and office support duties and activities with speed and accuracy.
- Prepare and maintain a variety of financial and statistical reports, records, and files.
- Enter and retrieve electronic data with speed and accuracy to perform assigned duties.
- Accurately tabulate, record, and balance assigned transactions.
- Learn, comprehend, and disseminate information related to the work environment.
- Understand and apply pertinent laws, codes, regulations, rules, policies, and procedures.
- Adapt to changing technologies, equipment, and systems.
- Effectively use computerized financial systems; word processing, spreadsheet, and other software applications relevant to work performed; and modern business equipment to perform a variety of work tasks.
- Review and comprehend documents for accuracy and relevance.
- Understand and follow oral and written instructions.
- Work independently and professionally, exercise sound judgment, and interact effectively and tactfully with the public and coworkers.
- Communicate clearly and concisely, both orally and in writing.
- 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 a high school diploma or General Educational Development (GED). An associate degree with major coursework in human resources management, business administration, or a related field is preferred.

and

- Two (2) years of experience in computerized accounting or bookkeeping **and** one (1) year of customer service experience.

Licenses and Certifications:

- Possession of a California driver's license or other means that would allow travel to District locations, meetings, or trainings.

PHYSICAL DEMANDS

These physical demands may be performed with or without reasonable accommodation:

- Mobility to work in a standard office setting and use standard office equipment, including a computer.
- Sit at a desk and in meetings on a continuous basis for long periods of time.
- Occasionally stand in work areas and walk between work areas.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate assigned equipment.
- Perform repetitive keystrokes on a computer keyboard.
- Perform simple gripping, grasping, and fine manipulation to write, use a computer mouse, and operate office equipment.
- Vision to read printed materials and a computer screen with a high degree of productivity and accuracy.
- Hearing and speech to communicate in person and over the telephone.
- Lift, carry, push, and pull materials and objects weighing up to 20 pounds.
- Occasionally bend, stoop, kneel, reach, twist, turn, push, and pull to use equipment or to retrieve and file information.

ENVIRONMENTAL CONDITIONS

- Work is performed in an indoor office environment with moderate noise levels, controlled temperature conditions, and natural and florescent lighting.
- Some movement is required from office to office and there is exposure to external environment when going to outlying offices and meeting.
- Occasional exposure to dust, fumes, and/or allergens.
- Employees may interact with upset or difficult individuals when interpreting and enforcing departmental or District policies and procedures.
- The incumbent may be required to go outside to accompany berthers and prospective berthers to a marina to view slips.
- The performance of outdoor work requires exposure to a variety of weather conditions (e.g., heat, cold, rain, intense sun, and occasional high tides); exposure to potentially hazardous substances and chemicals; and work on slippery surfaces.
- Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

ADDITIONAL REQUIREMENTS

- Positions in this classification require the following pre-employment screening measures before an offer of employment can be made:

- Background screening

BENEFITS:

This position enjoys a benefit package including:

- CalPERS Retirement (2.5%@55 Classic members or 2%@62 new members)
- CalPERS 457 Deferred Compensation Plan (Employer contributes 3% of base salary)
- Personal Time Off (Up to 160 hours a year) and Extended Illness Bank Accrual
- 13 Holidays plus Three floating holidays
- Medical/Dental/Vision & Life plans (Employee pays 7% of premiums)
- Pre-Tax Flexible Spending Account
- Teamsters Union Local 856

HOW TO APPLY:

OPTION 1. Apply Online and Submit District Application:

<https://www.smharbor.com/employment>

OPTION 2. Complete Application:

<https://www.smharbor.com/files/febaf9725/Employment+Application.pdf>

- E-Mail completed application to: rmodena@smharbor.com
- Mail completed application to: **HR Department, P.O. Box 1449, El Granada, CA 94018**

SELECTION:

Applications will be reviewed by a screening committee and those applicants who appear to be among the best qualified will be selected for an interview and if applicable an examination process. All employee offers are subject to a thorough reference and background check.

NOTE TO APPLICANTS:

The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in the bulletin may be modified or revoked. The San Mateo County Harbor District is an Equal Opportunity and does not discriminate based on race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information. In accordance with the Americans with Disabilities Act (ADA), if special accommodations are necessary at any stage of the interview/exam process, please notify the Human Resources Department in advance at (650) 741-9164 so your request may be reviewed prior to the occurrence of the interview/exam.