

JOB DESCRIPTION SUMMARIES

Section B

2005 Marine Employees' Commission Salary Survey
Ferry and Terminal Operations – Benchmark List

<u>Benchmark Number</u>	<u>Benchmark Title</u>
1	Master/Pilot
2	First Mate/Pilot
3	Second Mate
4	Staff Chief Engineer
5	Chief Engineer
6	Assistant Engineer
7	Oiler
8	Oiler - Passenger Only
9	Wiper
10	Able Seaman - Bos'n
11	Able Seaman - (AB)
12	O.S. (Ordinary Seaman)
13	Terminal Supervisor
14	Ticket Seller, Auto
15	Ticket Seller, Passenger
16	Ticket Taker
17	Terminal Attendant/Watchman
18	Information Agent
19	Shoregang Worker

BENCHMARK JOB DESCRIPTIONS

Ferry and Terminal Operations

1. **MASTER/PILOT** - Exercises full command of a vessel of any gross tons and has authority over all persons on board. Also serves as licensed pilot.

Typical Duties:

- Navigates vessel; in command of all landings, safely adheres to published schedule.
- Maintains discipline on board. Supervises all vessel personnel
- Inspects the entire vessel at least once during each shift or designates the first officer to do so. Trains crew in normal and emergency operations.
- Prepares and submits timely reports of vessel damage to USCG and management.
- Maintains vessel's records, logs and inventories.

Minimum Qualifications:

USCG license as Master of Steam or Motor Vessels of any gross tons, with endorsement as first class pilot on all routes operated, plus radar observer endorsement and FCC marine radio operator permit. Must hold valid STCW certificate on designated runs.

2. **FIRST MATE/PILOT** - Serves as Chief Officer, second in command of vessel of any gross tons.

Typical Duties:

- Directs other officers and all members of the deck crew on all matters pertaining to the safe operation and maintenance of the vessel.
- Implements orders of the Master; oversees all work and maintenance in deck department; assumes charge of car deck during loading and unloading operations.
- Stands as watch officer in charge on bridge during normal operations.
- Creates and posts watch assignments. Conducts fire and boat drills; takes charge at scene in emergencies.
- Maintains records of stores and equipment in the deck department; approves requisitions.

Minimum Qualifications:

USCG license as Mate of Steam and Motor Vessels of any gross tons, with endorsement as First Class Pilot on all routes operated, on vessels of any gross tons, plus radar observer endorsement and FCC marine operator permit. Must hold valid STCW certificate on designated runs.

3. **SECOND MATE** - Deck officer next in rank below First Mate of a vessel of any gross tons.

Typical Duties:

- Directs other officers and all members of the deck crew on all matters pertaining to the safe operation and maintenance of the vessel.
- Under orders of Master or Chief Officer, oversees all work and maintenance in deck department; assumes charge of car deck during loading and unloading operations.
- Stands as watch officer in charge on bridge during normal operations.
- Creates and posts watch assignments. Conducts fire and boat drills; takes charge at scene in emergencies.
- Maintains records of stores and equipment in the deck department; approves requisitions.

BENCHMARK JOB DESCRIPTIONS (Continued)

SECOND MATE (continued)

Minimum Qualifications:

USCG license as Mate of Steam or Motor Vessels of any gross tons, with endorsement as First Class Pilot on all routes operated, on vessels of any gross tons, plus radar observer endorsement and FCC marine radio operator permit. Must hold valid STCW certificate on designated runs.

4. **STAFF CHIEF ENGINEER** - Supervises and ensures the efficient operation and maintenance of all propulsion and electrical systems of the vessel. Supervises and coordinates the activities of all engine room employees assigned to the vessel.

Typical Duties:

- Ensures that the vessel's mechanical and electrical machinery is properly maintained and serviced, including all watertight doors, valves, piping, wiring within engine room, as well as shaft alleys, steering compartments, storerooms, workshops, compartments, and areas below the floor plates, voids and uptakes. Makes frequent inspections of mechanical and electrical systems; orders necessary repairs and adjustments. Records fuel consumption.
- Assigns licensed and unlicensed engine room employees to duty stations. Maintains strict discipline of engine room crew. Approves pay orders. Evaluates performance of engine room personnel on watch.
- Orders stores, equipment and supplies for engineering operations.
- Serves as Chief Engineer during one watch.
- Knows and enforces applicable USCG rules and regulations. Maintains active safety program.
- Staff Chief Engineers are appointed by, and directly responsible to, the Port Engineer.

Minimum Qualifications:

Valid USCG license as Chief Engineer Limited Near Coastal of Motor Vessels of the necessary horsepower rating to cover the assigned vessel horsepower. Must hold valid STCW certificate on designated runs.

5. **CHIEF ENGINEER** - Under general direction of vessel's Staff Chief Engineer, is in full charge of Engine Department of a ferry of any class carrying vehicles and passengers during a watch (shift).

Typical Duties:

- Ensures that the vessel's mechanical and electrical machinery is properly maintained and serviced, including all watertight doors, valves, piping, wiring within engine room, as well as shaft alleys, steering compartments, storerooms, workshops, compartments and areas below the floor plates, voids and uptakes. Makes frequent inspections of mechanical and electrical systems; orders necessary repairs and adjustments. Records fuel consumption.
- Assigns licensed and unlicensed engine room employees to duty stations. Maintains strict discipline of engine room crew. Approves pay orders. Evaluates performance of engine room personnel on watch.
- Knows and enforces applicable USCG rules and regulations. Maintains active safety program.

Minimum Qualifications:

USCG license as Chief Engineer Limited Near Coastal of Motor Vessels of the necessary horsepower rating to cover the assigned vessel horsepower. Must hold valid STCW certificate on designated runs.

BENCHMARK JOB DESCRIPTIONS (Continued)

6. **ASSISTANT ENGINEER** - Officer in engine room ranking directly below Chief Engineer of a ferry carrying vehicles and passengers during a watch.

Typical Duties:

- Responsible for running, operation and maintenance of propulsion and electrical systems aboard the vessel. General maintenance duties may extend throughout entire vessel.
- Routinely inspects and maintains all equipment; reports malfunctions and makes adjustments or repairs as directed by Chief Engineer's instructions. May direct and review work of unlicensed employees on duty.
- Performs duties assigned by Staff Chief Engineer or Chief Engineer, depending on level of competence.

Minimum Qualifications:

A valid USCG license as First, Second or Third Assistant Engineer of Motor Vessels or Assistant Engineer - Limited of Motor vessels (Inspected), of the necessary horsepower rating to cover the vessel's assigned horsepower.

7. **OILER** - Serves as the highest rated of the unlicensed members of the engine department crew of a ferry of any class carrying vehicles and passengers.

Typical Duties:

- Under supervision of the licensed engineering officer(s) on watch, performs inspection, maintenance and repair duties throughout the vessel. Regularly checks all lubrication points, water levels and bilges; inspects water pressure and flow to all systems. Monitors temperature readings and inspects drive motors and generators for sparking; checks fuel and lubrication oil purifiers; inspects steering engines and safety barricades for such things as loose fittings, worn hoses, oil and grease levels, services as required and reports needed adjustments and special conditions to the licensed engineer in charge; keeps log of inspection and readings. Assists licensed engineering officer(s) in emergencies such as fire or abandon ship. Ensures proper lighting in all the engineering spaces, shaft alleys, repair, control and steering compartments; assists in fueling operations. Cleans and paints machinery and spaces; assists in fuel transfers, pumping bilges, etc. May serve as a mechanical or electrical aide for other repairs and maintenance.

Minimum Qualifications:

A valid USCG certificate as qualified member of the engine department in the rating of oiler.

8. **OILER-PASSENGER ONLY** - Serves as an unlicensed member of the crew of a passenger-only ferry, or may be an unlicensed member of the shoreside engineering staff assigned to maintenance and repair of passenger-only vessels.

BENCHMARK JOB DESCRIPTIONS (Continued)

OILER-PASSENGER ONLY (Continued)

Typical Duties:

- Under general direction of the Staff Chief Engineer assigned to passenger-only vessels and, while on a vessel, under the supervision of the vessel Master, performs inspection, maintenance and repair duties throughout the engine department of the vessel. Regularly checks all lubrication points, water levels and bilges. Inspects water pressure and flow to all systems; monitors temperature readings and inspects drive motors and generators for sparking. Checks fuel and lubrication oil purifiers; inspects engines and other equipment for such things as loose fittings, worn hoses, oil and grease levels; services as required and reports needed adjustments and special conditions to the licensed engineer in charge; keeps log of inspection and readings. Ensures proper lighting in all the engineering spaces, shaft alleys, repair, control and steering compartments; assists in fueling operations; cleans and paints machinery and spaces; assists I fuel transfers, pumping bilges, etc.; may serve as a mechanical or electrical aide for other repairs and maintenance.
- As directed by the Master, assists deck crew in handling lines and cleaning cabin areas.
- Assists vessel officer(s) I emergencies such as fire or abandon ship.
- If assigned to shoreside duties, assists engineering staff in repairing, servicing, cleaning and otherwise maintaining passenger-only vessels.

Minimum qualifications:

A valid USCG certificate as qualified member of the engine department in the rating of an oiler.

9. **WIPER** - Serves as the entry level of the unlicensed engine department crew of a ferry of any class carrying vehicles and passengers.

Typical Duties:

- Under supervision of the licensed engineering officer(s) assists in and learns inspection, maintenance and repair duties throughout the engine department of the vessel. Cleans and paints machinery and spaces as assigned; assists in fuel transfers, pumping bilges, etc. Takes routine readings of quality, level, pressure and temperature indicators as assigned. Learns emergency practices and the care and handling of tools and special equipment. May perform those duties normally assigned to an oiler under supervision and for training purposes.

Minimum Qualification:

A valid USCG certificate as Wiper.

10. **ABLE SEAMAN/BOS'N** - Highest rated unlicensed deck employee. May act as Bos'n or Quartermaster.

Typical Duties:

- Performs tasks necessary to keep vessel clean, safe and in good order, such as washing outside windows, scrubbing assigned areas, repairing ropes and running gear. Maintains rescue boats. Climbs mast as needed. If designated as Bos'n by the Master, leads, directs and works with deck crew on these tasks.
- Stands wheelhouse watch as helmsman.
- Directs loading and unloading of vehicles.
- Responds as emergency team member during vessel emergencies.
- Resolves or refers passenger problems to the mate.

Minimum Qualifications:

USCG certificate as Able Seaman - Limited. Bos'n must hold a valid STCW on designated runs.

BENCHMARK JOB DESCRIPTIONS (Continued)

11. **ABLE SEAMAN (AB)** - Highest rated unlicensed deck employee.

Typical Duties:

- Performs tasks necessary to keep vessel clean, safe, and in good order, such as washing outside window, scrubbing assigned areas, repairing rope and running gear. Maintains rescue boats. Climbs mast as needed.
- Stands wheelhouse watch as helmsman.
- Directs loading and unloading of vehicles.
- Responds as emergency team member during vessel emergencies.
- Resolves or refers passenger problems to the mate.

Minimum Qualifications:

USCG certificate as Able Seaman - Limited. Must hold valid STCW certificate on designated runs.

12. **ORDINARY SEAMAN (OS)** - During a shift maintains passenger cabin area, assists passengers with vessel egress, assists with vehicle loading, stands a gangplank watch, assists in line handling, stands as lookout, acts as watchman, fills a position on vessel muster list.

Typical Duties:

- Cleans and supplies restrooms; cleans staterooms, day rooms, storage areas, gear lockers, and passenger cabin. Empties trash, washes windows, strips and waxes decks, shampoos carpets. Stocks schedule and rate pamphlets, resolves or refers passenger problems to mate.
- Assists in directing auto traffic.
- Stands wheelhouse watches for training.
- Patrols vessel.
- Performs AB duties for training.

Minimum Qualifications:

USCG certificate as Ordinary Seaman. Life Boatman's endorsement. Must hold valid STCW certificate on designated runs.

13. **TERMINAL SUPERVISOR** - Responsible for overall operation of assigned terminal

Typical Duties:

- Directs terminal operations.
- Assures safety standards are met regarding scheduling of fueling and disposal of septic systems and hazardous wastes. Facilitates terminal repair/improvement projects. Prepares emergency response plans.
- Trains, manages and evaluates terminal personnel. Ensures proper staffing for operation and traffic needs. Resolves employee relations problems.
- Communicates with passengers, vessel crews and staff concerning terminal operations.
- Oversees preparation of accounting, payroll and audit reports, as well as work orders, stores requisitions, deposits and personnel forms.
- Interacts with federal, state and local authorities. Maintains a working knowledge of applicable laws, ordinances, regulations.

BENCHMARK JOB DESCRIPTIONS (Continued)

TERMINAL SUPERVISOR (continued)

Minimum Qualifications:

- BA/BS degree or professional certification, or formal post-secondary technical training.
- Minimum of two to five years in areas of customer service, transportation, public administration, marine industry and management required.

14. **TICKET SELLER, AUTO** - Sells vehicle and/or pedestrian tickets or collects fares in accordance with published rate schedule comprised of a variety of fares; assists users and answers questions regarding ferry system operations.

Typical Duties:

- Collects money in accordance with published rate schedule, makes change and issues ticket for ferry users, including pedestrian and/or a variety of vehicles.
- Prepares daily report; complies with security procedures regarding funds, revenues and ticket stock.
- Inventories ticket stock.
- Answers users' questions in person or by phone.

Minimum Qualifications:

One years' experience as Ticket Taker.

15. **TICKET SELLER, PASSENGER** - Sells pedestrian tickets or collects fares in accordance with published rate schedule comprised of a variety of fares; assists users and answers questions regarding ferry system operations.

Typical Duties:

- Collects money in accordance with published rate schedule, makes change, issues tickets for pedestrian ferry users.
- Prepares daily report; complies with security procedures regarding funds, revenues and ticket stock.
- Inventories ticket stock.
- Answers users' questions in person or by phone.

Minimum Qualifications:

One years' experience as Ticket Taker.

16. **TICKET TAKER** - Collects tickets and visually verifies that proper ticket has been sold; assists with traffic control and terminal equipment operation and janitorial and/or light maintenance duties.

Typical Duties:

- Collects, cancels and verifies that proper vehicle and/or pedestrian ticket has been issued. Assists in directing vehicles to proper loading lanes and to ferry boarding aprons. Operates terminal lights, barriers and ramps.
- Performs cleaning and simple maintenance tasks at terminal.
- Checks lines, transfer span height and general security of tied-up vessel.

Minimum Qualifications:

High School diploma or equivalent.

BENCHMARK JOB DESCRIPTIONS (Continued)

17. **TERMINAL ATTENDANT** - Assists in janitorial and light maintenance duties, traffic control, terminal equipment operation and/or serves as watchman during vessel tie-up.

Typical Duties:

- Assists in directing vehicles to proper loading lanes and to ferry boarding aprons. Operates terminal lights, barriers and ramps.
- Performs cleaning and simple maintenance tasks at terminal.
- Checks lines, transfer span height and general security of tied-up vessel.

Minimum Qualifications:

High School diploma or equivalent.

18. **INFORMATION AGENT** - Maintains direct communication with users in person and on the telephone.

Typical Duties:

- Answers user requests for information in person and on telephone.
- Checks telephone answering equipment.
- Performs seasonal reservation duties.
- Performs simple clerical tasks.
- May perform light cleaning tasks.

Minimum Qualifications:

High School diploma or equivalent and one year of experience in public contact.

19. **SHOREGANG WORKER** - Performs maintenance work on vessels and docks. Serves as backup Able Seaman.

Typical Duties:

- Prepares dock and vessel surfaces for painting; paints by hand and with spray gun.
- Maintains and repairs deck department equipment.
- Repairs paving on docks.
- Performs simple tasks of skilled shipyard trades.
- Serves as backup Able Seaman.

Minimum Qualifications:

USCG certificate as Able Seaman - Limited.

**Marine Employees' Commission Salary Survey
Benchmark List
Shipyard Trades**

<u>Benchmark #</u>	<u>Benchmark Title</u>
101.	Shipwright/Carpenter
102.	Shipyard Machinist
103.	Shipyard Electrician
104.	Shipyard Boilermaker/Welder
105.	Shipyard Pipefitter
106.	Shipyard Sheet Metal Worker
107.	Shipyard Truckdriver
108.	Shipyard Warehouse Worker

BENCHMARK JOB DESCRIPTIONS

Shipyard Trades

- Foreperson In the Washington State Ferry System, performs skilled trades work and supervises lead worker(s) and crews of journey-level trades workers.
- Distinguishing Characteristics: This class is intended to accommodate the foreman level in all of the trades employed in the WSF Shipyard. Incumbents serve as a working second-level supervisor of all lead and journey-level workers in the particular trade for which qualified.
- Minimum Qualifications: Journey-level status in the particular trade for which qualified, and three years of journey-level experience in a ship building or repair facility.
- Leadperson In the Washington State Ferry System, performs skilled trades work and supervises a crew of journey-level trades workers.
- Distinguishing Characteristics: This class is intended to accommodate the lead worker level in all of the trades employed by the WSF Shipyard. Incumbents serve as a working first-line supervisor in the shop, on-site or in the field, of a crew of journey-level workers in the particular trade for which qualified.
- Minimum Qualifications: Journey-level status in the particular trade for which qualified, and two years of journey-level experience in a ship building or repair facility.
- Shipyard Helper Performs unskilled and semi-skilled work assisting journeymen.
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101. **Shipwright/Carpenter** - In the Washington State Ferry System, performs skilled shipwright/carpentry work.
- Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.
- Minimum Qualifications: Journey level status as a Shipwright/Carpenter or completion of a recognized apprenticeship as a Shipwright or Carpenter.
102. **Shipyard Machinist** - In the Washington State Ferry System, performs skilled machinist work.
- Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.
- Minimum Qualifications: Journey level status as a Machinist or completion of a recognized apprenticeship as a Machinist.

BENCHMARK JOB DESCRIPTIONS (Continued)

103. **Shipyard Electrician** - In the Washington State Ferry System, performs skilled electrical work.
- Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.
- Minimum Qualifications: Journey level status as an Electrician, or completion of a recognized apprenticeship as an Electrician.
104. **Shipyard Boilermaker/Welder**- In the Washington State Ferry System, performs skilled heli-arc, electric arc or gas welding and burning work.
- Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.
- Minimum Qualifications: Journey level status as a Boilermaker/Welder or completion of a recognized apprenticeship as a Boilermaker or Welder.
105. **Shipyard Pipefitter** - In the Washington State Ferry System, performs maintenance work on both vessels and shore facilities, often out of the shipyard without supervising personnel present.
- Distinguishing Characteristics: WSF pipefitters are all trained beyond the normal realm of their trade in such things as CPR/First Aid, forklift operations and rigging. Many are also state certified asbestos workers and/or state certified back flow device testers. They are certified to service portable fire extinguishers and are also trained hydraulics, pumps, thermostatic control valves, pneumatic controls and plastic welding.
- Minimum Qualifications: Journey level status as a pipefitter or plumber or completion of a recognized apprenticeship as a pipefitter or plumber plus all or some of the training listed above in "distinguishing characteristics."
106. **Shipyard Sheet Metal Worker** - In the Washington State Ferry System, performs skilled sheet metal work.
- Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.
- Minimum Qualifications: Journey level status as a Sheet Metal Worker, or completion of a recognized apprenticeship as a Sheet Metal Worker.

BENCHMARK JOB DESCRIPTIONS (Continued)

107. **Shipyard Truckdriver** - In the Washington State Ferry System, operates light to medium duty trucks under 28,000 GVW to transport a variety of material, supplies and equipment.

Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.

Minimum Qualifications: Journey level status as a Truck Driver, and a valid Washington State driver's license and record free from serious or frequent traffic violations.

108. **Shipyard Warehouse Worker** - In the Washington State Ferry System, performs skilled warehousing and storekeeping work.

Distinguishing Characteristics: This is the journey level of the series. Incumbents are fully qualified to act independently in all aspects of the work but do not perform lead or foreman duties.

Minimum Qualifications: (1) Journey level status as a Warehouse Worker or two years of experience in warehousing, stockkeeping, receiving or shipping parts, supplies or equipment in a warehouse operation, marine parts store, retail store of commissary, or closely related work and, (2) A valid Washington State driver's license.

**Marine Employees' Commission Salary Survey
Benchmark List
Administration**

<u>Benchmark #</u>	<u>Benchmark Title</u>
201.	Accountant
202.	Accounting Assistant 2
203.	Accounting Assistant 3
204.	Buyer 2
205.	Buyer 3
206.	Contracts Coordinator 1
207.	Contracts Coordinator 2
208.	Crew Dispatch Coordinator
209.	Crew Dispatcher
210.	Customer Information Assistant
211.	Data Entry Clerk
212.	Inventory Agent
213.	Mail/Stock Clerk
214.	Maintenance Materials Coordinator
215.	Office Assistant 1
216.	Payroll Assistant 1
217.	Payroll Assistant 2
218.	Payroll Assistant 3/Claims
219.	Payroll Coordinator
220.	Personnel Assistant 1
221.	Personnel Assistant 2
222.	Purchasing Agent
223.	Purchasing Assistant
224.	Receptionist
225.	Secretary
226.	Security Staff Assistant
227.	Staff Aide
228.	Word Processing Specialist
229.	Custodian (Janitor)
230.	Custodial Supervisor

BENCHMARK JOB DESCRIPTIONS

Administration

201. **Accountant**

Performs professional accounting, budget and/or financial review functions. Establishes and maintains accounting records. Assists in interpreting accounts and records for management and auditors. May direct lower level employees involved in fiscal matters. The position calls for an intermediate level professional accountant with a bachelor's degree with major study in accounting. Two years' experience in general professional accounting.

202. **Accounting Assistant 2**

Performs as general working level accounting assistant. Prepares and posts revenue summaries. Receives and verifies cash reports. This is an intermediate level position requiring two years of business training or fiscal office/recordkeeping experience.

203. **Accounting Assistant 3**

Performs as functional specialist in accounts payable or accounts receivable. Guides other accounting assistants in processing, reviewing, tabulating, verifying, documenting of records, reports, vouchers, ledgers and payment certification. This is a senior level position requiring basic accounting education and four years of increasingly responsible fiscal office experience.

204. **Buyer 2**

Procures a specific group of commodities, services and related service contracts moderately complex in nature. Works with automated record and file keeping systems. Performs marketing studies. Reviews purchase requests, prepares bids, analyzes bid results and makes bid awards. Interprets specific applicability of purchasing laws, regulations and delegated authorities. Journey level position, requiring two years of college level study in business administration or related field and one year full time experience as a buyer in large-scale procurement environment.

205. **Buyer 3**

As senior buyer, performs specialized and more complex purchasing assignments requiring independent judgement. Has delegated authority to take independent action to purchase goods and services to a specified dollar amount. Monitors contract compliance and performance. Assists Buyers I and II in development of

contract terms for bids. Maintains supplier relations through frequent business contacts. Reviews emergency requirements and adjusts work priorities accordingly. Recommends changes in purchasing policies and procedures. Requires a bachelor's degree involving major study in business administration or related business education or two years work experience as a Buyer II and demonstrated proficiency in complex purchasing assignments.

BENCHMARK JOB DESCRIPTIONS (Continued)

206. **Contracts Coordinator 1**

Provides clerical and direct support in areas of invitation for bids and request for proposal processing, including work processing and other general office support. This position provides entry-level support in contract administration. Requires secretarial or clerical experience in a high-volume office setting, and one years' experience coordinating and administrating a variety of contracts or projects.

207. **Contracts Coordinator 2**

Administers all necessary pre-contract processes and documents for vessel and terminal public works contracts. Acts as lead position for public works contracts, as well as handling mid-level administrative tasks. Requires a Bachelor's degree in business administration, public administration or closely allied field, as well as two years' experience in coordinating or administering contracts, contract property management, contract cost or price analysis, or contract compliance administration.

208. **Crew Dispatch Coordinator**

Arranges for the staffing of all vessels by dispatching appropriate licensed and unlicensed Deck and Engine employees to each vessel in compliance with U.S. Coast Guard, and contractual requirements. Maintains radio communication with the fleet units to coordinate changes in crew as required. Audits fleet time sheets. The position requires high school graduation or equivalency and one years' experience as crew dispatcher. Clear communicating abilities via radio or telephone are most important.

209. **Crew Dispatcher**

Under the limited guidance of a dispatch coordinator or higher operations manager, dispatches licensed and unlicensed ferry deck and engine room personnel and terminal personnel in compliance with all state, federal and contractual requirements. Maintains radio communication between fleet and operations. Maintains job bid files, seniority lists, and crew assignment records and receives and sorts pay orders. Requires high school graduation or equivalency and one years' experience in one of the following: ferry operations office; processing and applying ferry fleet union activities or vessel instructions from the operations staff; implementing USCG regulations.

210. **Customer Information Assistant**

Independently prepares, edits and disseminates routine departmental publications, articles, news stories and other promotional material in support of Public Information Officer. Journey level position. Requires high school diploma and

three years' increasingly responsible experience writing or editing information materials. College-level training in journalism, public relations or advertising may be substituted year for year for experience.

BENCHMARK JOB DESCRIPTIONS (Continued)

211. **Data Entry Clerk**

Performs data inquiry and entry functions. Transcribes and/or verifies complex data into machine-readable format; edits documents. Works under minimal supervision. This is a fully competent working level operator. The position requires high school graduation or equivalent and six months' data entry operations experience.

212. **Inventory Agent**

Oversees the maintenance and operation of parts and consumable inventory system. Monitors the accuracy of the stock/inventory data base and timely acquisition of parts and equipment for inventory and vessel maintenance activity. Assists in development of policy, budgets and procedure. This is an advanced level position requiring two years' college level work in business administration and six years' experience in inventory system operations. Vessel construction, maintenance or engineering experience may substitute for required experience.

213. **Mail/Stock Clerk**

Provides inter-office mail service, including U.S. and express service, and maintains a convenience supply storeroom. Performs entry-level clerical duties. This position requires one year of clerical experience.

214. **Maintenance Materials Coordinator**

Coordinates maintenance materials requirements for repair facility activities. Acts as liaison to ensure timely acquisition of equipment, parts and materials needed to perform work defined by annual lay-up schedule. Develops inventory content specifications; monitors and analyzes stock levels needed for scheduled maintenance of vessels; prepares material requisitions; assists with budget related activities. Requires three years' experience in maintenance planning and procurement activities in a marine environment. Must be able to read and interpret engineering drawings, specification, schematic and parts lists.

215. **Office Assistant**

Maintains document files and records. Prepares correspondence, reports and documents. Receives and relays telecommunications. Receives, records and distributes office mail. This is an entry-level position requiring two years' general clerical experience. College may be substituted for experience.

216. **Payroll Assistant 1**

Performs a variety of manual or automated payroll record-keeping functions in support and relief of higher payroll positions. Entry level position requiring two years' related experience, including one years' experience in payroll.

BENCHMARK JOB DESCRIPTIONS (Continued)

217. **Payroll Assistant 2**

Performs a variety of manual or automated payroll record-keeping resulting in the issuance of payroll warrants or deposits. Performs audits and reconciliation of records. Journey level position requiring 18 months' experience as Payroll Assistant 1.

218. **Payroll Assistant 3/Claims**

Facilitates all phases of employee work injury claims as well as performing manual or automated payroll-related processes. Requires knowledge of laws governing compensation of employees and claims administration in addition to theory and practice of bookkeeping, payroll concepts and practices. Senior level position requiring one year experience as Payroll Assistant 2 and one year experience processing and administering insurance or medical claims.

219. **Payroll Coordinator**

Senior level agent performs all aspects of preparation of payroll, including computer input and distribution. Issues health and welfare and retirement reports and prepares tax documents. Requires Bachelors degree in business-related education and two years' related experience.

220. **Personnel Assistant 1**

Under direction of department manager, performs various personnel functions in areas of employment, employee benefits and personnel records. As a first-level paraprofessional personnel technician, position requires independent performance of personnel activities, including preparing and circulating job vacancy notices, assisting new employees in completion of employment forms, enrolling employees in state retirement and benefits plans. Requires three years' general office experience, including experience in a computer-based personnel office or as a personnel generalist.

221. **Personnel Assistant 2**

Senior level position provides personnel information, management analysis, planning and procedures to employees, administration, and the public. Enters, maintains and updates employee personnel and benefits records on computer. Requires eighteen months' experience as entry-level personnel assistant.

222. **Purchasing Agent**

Receives and review requests for materials. Prepares purchase orders, shipping memos, correspondence, and reports. Analyzes price comparisons and selects or

recommends vendors. Maintains tracking system for timely receipt of goods. This is an intermediate level position, requiring a bachelor's degree in business-related field and two years of buying experience in large-scale procurement environment.

BENCHMARK JOB DESCRIPTIONS (Continued)

223. **Purchasing Assistant**

Provides support services for material management department in areas of purchasing facilitation, vendor communications, office operations and data maintenance. Tracks, investigates and resolves problems relating to procurement, payment and delivery of goods and services. Requires one years' experience as a buyer's assistant, or one years' office experience directly related to purchasing and payables.

224. **Receptionist**

Receives, registers, announces and refers visitors to work unit. Operates switchboard, providing assistance to callers and relaying communication. May perform incidental typing or other routine clerical duties. This is the intermediate level typically requiring one year of office experience.

225. **Secretary**

Relieves professional or administrative supervisors of clerical-level communication activities and initiates clerical support functions to facilitate current work of the Department/Departments involved. Reads and routes incoming mail. Maintains correspondence files and records. May supervise clerical personnel. Receives and screens callers. This is a fully competent working level secretary to the head of an organizational unit in management. Three years' experience as a secretary is considered appropriate background. Keyboarding skill of 60 WPM and personal computer application knowledge. College and/or business school may be substituted for experience.

226. **Security Staff Assistant**

Prepares ticket design and specifications, maintains inventory, fills ticket requests from vendors. Manages system telecommunications and oversight of billings. Acts as system's claims representative, including receipt of personnel injury claims and property damage from the public. Advanced level typically requiring five years' experience in auditing or bookkeeping, two years at senior level. College may be substituted for experience.

227. **Staff Aide**

Provides administrative assistance and office management support in addition to secretarial functions for senior management. Assigns and directs work of department clerical employees. Researches operational procedures and develops recommendations. Assembles and summarizes information and data for use by senior management. Advanced level position with independent judgement. Typically requires business or secretarial training and five years' increasingly

responsible office experience. Keyboarding skill of 60 WPM and knowledge of personal computer applications.

BENCHMARK JOB DESCRIPTIONS (Continued)

228. **Work Processing Specialist**

Performs standard office duties independently and in addition schedules, organizes and performs assigned keyboarding of complex material via personal computer and mainframe applications exercising specialized knowledge of equipment and operating procedures. Develops and program complex formats and design forms. Inputs data to monitor work order/contract status and progress. This is a fully competent level position requiring high school graduation or GED certificate and three years of office experience applying computerized filing and retrieval systems, in addition to applying software programs. Keyboarding skill of 60 WPM. College may be substituted for experience.

229. **Custodian (Janitor)**

Performs a variety of custodial work: waxing, wet mopping, washing floors; washing venetian blinds and light fixtures; spot washing walls, ceilings, and other work which requires the use of ladders and equipment. Requires knowledge of cleaning methods, safety practices, equipment and supplies used in general housekeeping work. May be required to pass medical examination to determine ability to lift heavy objects.

230. **Custodial Supervisor**

Oversees the work of custodians in cleaning and housekeeping duties in assigned work areas. May perform custodial work as a working supervisor.