

COLUMBIA RIVER PILOTS

Employment Information for Position of Dispatcher/Office Assistant

Effective April 1, 2023

1. Employer

The Columbia River Pilots Association ("COLRIP") is an unincorporated association of professional mariners licensed by the state of Oregon to navigate ocean-going vessels on the Columbia and Willamette Rivers. COLRIP provides its members dispatching services as well as billing, collection, and other administrative services out of offices at 13225 N. Columbia Blvd. in the Rivergate District in Portland, Oregon. The three leadership positions of COLRIP are President, Vice-President, and Treasurer. COLRIP employs a small office staff that includes a business manager, a controller, and three Dispatchers /Office Assistants.

2. Job Description

The position of Dispatcher/Office Assistant has two main functions. The first is responsibility for the dispatching of pilots and the coordination of vessel movements in accordance with COLRIP's operating Rules and Policies. The second is office administration including billing, preparing, and updating reports, maintaining supply inventory, and maintaining office organization and tidiness.

Major Areas of Responsibility

- Provide pilots with accurate and timely information on all vessel movements and pertinent river information.
- Act as a central clearing house of information for all vessel and pilotage activity.
- Maintain communication with the Officers, pilots and staff as needed.
- Act as a liaison between COLRIP, its customers, and the maritime industry in a professional manner.
- Ensure pilots are dispatched in accordance with COLRIP's Rules and Policies.
- Ensure accurate and timely entry of operational data.

Specific Responsibilities – Dispatcher:

- Dispatch rested pilots to assignments at the appropriate times.
- Maintain the necessary number of pilots in Astoria by monitoring anticipated vessel traffic and dispatching pilots by car as required.
- Monitor the availability of pilots and calling off duty Pilots to work extra if needed.
- Enter all prospective vessel movement data and update as new information is received.
- Assist customers in planning deep-draft vessel movements taking into account tide and river levels.

- Optimize anchorage utilization by planning for anticipated vessel movements and monitoring ships' positions at anchor with proprietary AIS software.
- Adjust the various dispatch boards to reflect accurate positioning and status of pilots both on and off duty.
- Post pilotage and general information on the internal website.
- Maintain contact with the Columbia River Bar Pilots' dispatcher as required to exchange and coordinate vessel movement information.
- Keep Customers informed of operational requests from pilots.
- Be familiar with emergency procedures and response contacts.
- Rely on the counsel of the Officer on duty for operational advice and provide that Officer with any information relevant to the pilotage grounds or issues with individual pilots.
- Keep track of company cars and position them for anticipated needs of pilots.
- Produce the Daily Log, Time Sheet, Car Tracker and LoadMax documents.
- Relay vessel movement information to industry participants.
- Apply Association Rules and Policies at the direction of the Officers.
- Assist staff with billing, payroll and data entry as they pertain to vessel and pilot activity.
- Maintain positive relationships with Pilots, customers and the state and federal agencies that regulate pilotage.

Specific Responsibilities – Office Assistant:

- Billing
- Tracking overdue invoices and issuing statements and overdue notices;
- Acting as COLRIP's liaison with service providers, including insurance brokers, technology service providers, legal counsel and others.
- Set up before and clean up after COLRIP meetings.
- Maintaining and ordering supplies.
- General office organization and tidiness.
- Other tasks as directed by COLRIP's Officers.

Required Knowledge, Skills, and Abilities:

- Ability to work in a highly time-demanding and often hectic environment.
- Ability and availability to work in a 24/7 environment, including night shifts.
- Ability to adapt to a changing technological environment.
- Ability to apply Association Rules and Policies in a consistent and fair manner.
- Ability to build relationships and credibility with pilots and industry.
- Ability to be diplomatic when questioned or when a strong opinion is stated.
- Ability to understand and use vessel-tracking technology.
- Ability to self-manage and prioritize the workload with minimal supervision.
- Ability to be flexible and respond quickly to rapidly changing scenarios.
- Strong interpersonal skills, including techniques for clearly understood communication.
- General knowledge of ships, the maritime industry and nautical terminology.
- General knowledge of the various facilities, anchorages, turning basins, and significant features of the lower Columbia and Willamette Rivers.

- General knowledge of the dynamics of tide, river levels and shoaling as they relate to transit times and under keel clearance.
- Proficiency with MS Word, Excel and data entry.

3. Workflow

The Dispatchers/Office Assistants work a rotating schedule that includes time spent dispatching, time as the office assistant, and time off. COLRIP employs a small staff with sometimes overlapping duties. Success in each of the positions and in the running of the business as a whole requires open communications and a spirit of collaboration between all employees, as well as among employees and COLRIP's officers. COLRIP expects its employees to act as a team, and to collectively seek ways to achieve excellence in the delivery of services to COLRIP's customers. The Dispatcher/Office Assistant position reports to COLRIP's officers.

During the dispatch duty period, a dispatcher must be in the office before 0700 in order to receive orders for pilots and remain at the office until the close of normal dispatching at 1700. Between 1700 and 0700, orders for pilots are not normally taken, but dispatchers must be available by phone to respond to after-hours calls and emergency circumstances.

During the office-assistant duty period, the schedule will normally be 0800 to 1630.

4. Nature of Employment

COLRIP is an "employment at will" business, meaning that both COLRIP and its employees are free to terminate the employment relationship at any time for any reason, or for no reason. Nothing herein should be construed as an offer for a contract of employment or a guarantee of employment for any specific period of time. **COLRIP reserves the right to change any and all terms of employment at any time, including but not limited to pay, hours and benefits.**

5. Salary

Starting salary range for the Dispatcher/Office Assistant will be \$9,000 to \$10,500 per month. Employees are paid once per month on the fifth day of the month. After a 9-month probationary period COLRIP's officers may conduct a performance review for additional salary consideration. Thereafter, salary is reviewed annually, with consideration given to possible increases for meritorious performance and/or cost-of-living (not to exceed CPI). Salary increases, if any, are entirely within the discretion of COLRIP.

6. Vacation/Leave/Holidays

COLRIP delivers pilotage services 365 days a year, 24 hours per day. Dispatching is a critical component in the delivery of these essential services. Dispatcher/Office Assistants work a rotating schedule with time spent dispatching, time as office assistant, and time off. Official holidays are time off when they fall during the office-assistant rotation. No additional vacation or holidays off are provided.

No emergency leave is provided. In the event of debilitating illness of an on-duty dispatcher, the off-duty dispatchers are expected to cover for the absent dispatcher. Dispatchers /Office Assistants may arrange among themselves to trade duty days in order for the on-duty dispatcher to attend important events or appointments that cannot be scheduled during normal time off periods. These practices are subject to change at the discretion of COLRIP.

7. Medical, Disability and Life Insurances

The dispatcher/office assistant may participate in COLRIP's benefit program, which currently includes medical, dental and vision insurance for self and family, short- and long-term disability insurance, and a \$50,000 term life insurance policy. The medical insurance is secondary to coverage in relation to other policies, such as a spouse's insurance, if any. All insurance coverage is effective beginning on the first day of the first month after at least 30 days of employment. These benefits are subject to change at the discretion of COLRIP.

8. Retirement Benefits

After nine (9) months of employment, COLRIP employees may participate in COLRIP's 401K plan. These benefits are subject to change at the discretion of COLRIP.