



AAHPA Winter Administrative Conference

February 12-13, 2020

City Hall, 8th Floor / Anchorage, AK

Wednesday, February 12

8:00 AM Breakfast

8:30 AM Welcome & Introductions

During our introductions, participants will engage in a facilitated activity to get to know one another better, generate questions, and better understand areas of expertise and networking opportunities. We will write down goals and questions posed by participants to refer back to over the conference.

10:00 AM Break

10:15 AM Customer Communications

Led by Josie Wilson, HDR, participants will discuss their methods of communication with customers - email, direct mail, website, social media, in-person, community meetings - as well as dealing with challenges and having difficult conversations. We will go through the needs and goals of communicating with customers - why do you need to? What are you trying to accomplish? And best practices to get there. Participants will share examples from their experiences, and generate ideas moving forward.

11:30 AM Port Tour/Lunch

The Port of Alaska will host a Port Tour on Wednesday, when we'll be able to see the container ships offloading. Do you have questions about how the Port works? Curious about their administrative management? This will be a great opportunity to meet with their staff at the Port.

1:30 PM Marina Management Software

Participants will engage in a facilitated discussion to share successes, challenges, and strategies for dealing with marina management software, including integration with hardware. Bring your resources and questions to help others and learn ways to improve your facility's software programs and integration into your workflow.

3:00 PM Break

3:15 PM Professional Development

What are your professional goals? How do you meet them? This will be broken into two sections: during the first, we will discuss challenges and opportunities for professional development in administrative positions at Alaska's ports and harbors. We will then break into small groups to discuss ideas and highlights from our experiences to bring back to the group as a whole. Resources will be provided on training opportunities both in Alaska and online, including the Career Training for Ports and Marinas online courses and others.

4:30 PM End of Day Wrap Up

6:00 PM Meet for Group Dinner

Thursday, February 13

8:00 AM Breakfast

8:30 AM Forms & Contracts

Prior to the conference, you will be asked to send in copies of your moorage agreements, and other forms and contracts you use at your facility. We will combine these into a collection of examples that we will work through during this session. Participants will ask questions and make suggestions to improve and strengthen your paper trail with your customers.

10:00 AM Break

10:15 AM Financial Tracking/Project Management

How do you work with City Hall, the port and harbor employees, and other departments to manage the administrative end of projects at your facility? We will have a few examples to walk through, and an opportunity to discuss workflow and managing communication and expectations for successful projects.

11:30 AM Networking Lunch

1:00 PM Derelict Vessels

We will be joined by lawyers from Birch Horton Bittner & Cherot, AK Dept. of Administration, ADEC, and ADNRR representatives. We will talk through the new laws regarding vessel registrations and titling, derelict vessels, and ways you can track down legal ownership. We will look at options for dealing with derelict vessels in your harbor, and (perhaps most importantly!) opportunities to prevent derelict vessels - including underway policies and insurance requirements. We'll ask participants to bring copies of their forms and policies to share!

4:00 PM Wrap Up

During the wrap-up session, we'll review our original goals and questions from day 1. We'll review what is left that hasn't been covered, and make a plan for follow-up. AAHPA will provide a packet of materials and notes following the conference for all attendees.

5:00 PM Done