



JOB TITLE:	<b>DIRECTOR OF FERRY OPERATIONS</b>	DIVISION:	<b>FERRY</b>
REPORTS TO:	<b>DEPUTY GENERAL MANAGER – FERRY</b>	EEO CATEGORY:	<b>01 – EXEC</b>
FLSA:	<b>EXEMPT</b>	SAFETY-SENSITIVE:	<b>YES</b>
CLASSIFICATION:	<b>NON-REPRESENTED</b>	LOCATION:	<b>LARKSPUR</b>

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

## Position Summary

Under the general direction of the Deputy General Manager, Ferry Division, this management level position is responsible for overall management, administration, and implementation of the District's Ferry transportation operations and customer service programs involving vessel, terminal, and parking operations. This position is also responsible for development and oversight of training and safety programs necessary to ensure compliance with various regulatory requirements. Position also has lead role in labor relations and scheduling functions.

## Essential Responsibilities

- Demonstrates leadership on a daily basis to help guide the Ferry Operations Department in achieving its vision and goals.
- Manages and directs, through subordinate supervisory personnel, ferry transit operations to ensure that ferry service is provided as scheduled in a safe, cost-efficient manner.
- Identifies and assigns appropriate resources within the District to support ferry transit operations.
- Formulates, publishes and administers operating policies and procedures.
- Communicates with the United States Coast Guard, including reporting of marine incidents i.e. 2692's.
- Interacts with the District's Jones Act attorneys to follow-up on employee and customer incidents and oversees maintenance of all associated records and documents.
- Maintains strict adherence of the division's safety management program for vessel and terminal operations.
- Participates as a key member of the safety committee.
- Prepares documents for and participates in the development of the Weekly Operations Plan (WOP).
- Ensures that vessel personnel are regularly accomplishing routine maintenance and cleaning of the vessels while in-service as conditions permit.
- Acts as the Division's liaison with union officials and participates in labor negotiations as a member of the District's team.
- Implements and/or reviews disciplinary actions and grievances, and may act as the District's representative in arbitration cases.
- Participates in the development of the annual department budget, including forecasting future workforce and budget needs. This includes annual review of current operating schedule and staffing requirements.
- Communicates with Deputy General Manager, Ferry Division and Director of Engineering and Maintenance with respect to capital program and annual repair and maintenance plans.



- Ensures that employees under his or her supervision follow established safe work practices and obey all safety rules.
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service.
- Performs additional related duties as assigned.
- Regular and reliable attendance and performance are required.

## Required Knowledge, Skills and Abilities

### Knowledge of:

- Modern principles of management, leadership, administration, supervision and training, budget preparation, and business ethics.
- Applicable state and federal regulations regarding ferry vessel operations and the public transportation of passengers.
- District Policies and Labor Agreements (MOUs).
- Occupational health and safety rules and working practices applicable to this position.

### Skills or Ability to:

- Identify problems and initiate creative problem solving techniques.
- Manage complex projects from inception through implementation.
- Actively participates in public outreach with ferry customers including regularly scheduled monthly meetings.
- Make effective decisions under pressure, meet critical deadlines, and follow-up on assignments in a timely manner.
- Effectively assign, coordinate, and evaluate the work of subordinate personnel.
- Establish and maintain cooperative working relationships with peers, subordinate personnel, and representatives of other organizations.
- Prioritize and organize work schedules to meet the District's goals and objectives.
- Read and interpret MOUs and work effectively with union representatives.
- Interpret and enforce District policies and labor agreements.
- Use computerized record systems, personal computers, and to learn software programs applicable to the department.

## Minimum Qualifications

### **Education and/or Experience:**

- Bachelor's degree in Marine Transportation, Business or Public Administration, or related field from an accredited college or university. Additional qualifying experience may be substituted on a year-for-year basis in lieu of a degree.
- Minimum of five years recent supervisory and administrative work experience within the public/private ferry transit industry, including position-related experience in terminal operations, parking operations, scheduling and labor relations or equivalent experience.

**Required License:**

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. Operates District vehicles on a regular basis.
- Possess current United States Coast Guard Master's License with near coastal endorsement. This requirement may be waived provided an applicant demonstrates unique organizational or industry knowledge and experience that may be considered sufficient in lieu of a USCG Master's License. This will be determined by the Deputy General Manager, Ferry Division.

**Physical Requirement:**

24-hour on-call position which requires ability to work beyond standard office hours to attend evening and weekend meetings, meet with employees working swing and graveyard shifts and respond to emergencies. Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.