



JOB TITLE:	FERRY OPERATIONS SUPERVISOR	DIVISION:	FERRY
REPORTS TO:	FERRY OPERATIONS MANAGER	EEO CATEGORY:	02 - PROFESSIONAL
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	REPRESENTED	LOCATION:	CAN BE ASSIGNED IN LARKSPUR, SAUSALITO OR SAN FRANCISCO TERMINAL

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 general direction, oversees the daily operation of assigned terminal/s (Larkspur, San Francisco, and Sausalito) and coordinates with associated vessel/s. Responsible for safety of passengers and crew, terminal security, and ticketing procedures. Provides work directions for personnel assigned on said locations. Regulates concession operations at terminals and aboard vessels; coordinates maintenance staff responsible for cleanliness and maintenance of terminals; makes recommendations; enforces policies and procedures relating to Ferry and terminal operations; and perform related duties as required. This position requires the ability to establish effective professional relations with peers and subordinates. The Ferry Operations Supervisor must be able to direct others clearly, make decisions, set goals and standards to provide excellent customer service, and develop plans for achieving them. This position will require weekend, night and holiday schedules.

Essential Responsibilities

- Supervises staffing of terminals relative to vessel schedules and passenger demand to include relief crews.
- Monitors staffing of scheduled vessel crew and coordinates necessary relief crew members to ensure timely boarding of passengers and scheduled vessel departures.
- Supervises terminal operations in the day-to-day delivery of public transit services including adherence to Ferry division's operating and safety policy and procedures.
- Ensures that excellent customer service is provided at all times.
- Operates, supervises, and trains personnel on the operation of the hydraulic ramp/gangway system and diesel emergency power generator.
- Establishes and maintains effective professional relationships with subordinates through communication and coaching.
- Ensures clear and timely communications with customers in and adjacent to the terminal especially when vessel delays are encountered or anticipated.



- Manages revenue collection, ticket stock, and resolution of revenue/sales related discrepancies and/or disputes.
- Ensures Ferry division's payroll procedures are followed and terminal assistants are clocking in and completing their timesheets consistent with District policy.
- Prepares reports regarding accidents, safety infractions, incidents, and violations of terminal instructions.
- Oversees the issue and inventory of Casual Deckhand and Terminal Assistant uniform items.
- Oversees storage and disposition of "lost and found" properties.
- Ensures preventative maintenance work-orders are scheduled and completed through the District's maintenance management information system MAXIMO.
- Ensures that all discrepancies including those that are safety related, are reported and entered into the District's terminal and vessel inspections for safety and general maintenance, and corrective action.
- Conducts training and performance reviews of Terminal Assistants.
- Investigates frontline passenger complaints and settles fare disputes.
- Processes supply requisitions and oversees proper and safe use of vessel and terminal supplies and their inventory, exercising cost efficiency.
- Responsible for accurately recording vehicle license plates and facilitating issuance of parking violations at the Larkspur ferry terminal.
- Monitors Bus and Ferry route interfacing.
- Coordinates special events and group trips at the terminal.
- Interprets District's Memorandum of Understanding for terminal assistants and deckhands.
- Ensures that employees under his or her supervision follow established safe work practices and obey all safety rules.
- Performs additional related duties as assigned.
- Regular and reliable attendance and performance required.

Required Knowledge, Skills and Abilities

Knowledge of:

- Principles and practices of supervision and employee training.
- Service area's geography and demography.
- Hazardous waste regulations and appropriate regulatory authorities.
- First Aid and CPR.

Skills or Ability to:

- Learn and interpret labor provisions (i.e. Memorandum of Understanding).
- Analyze emergency situations accurately, make decisions quickly and adjust service as necessary for the safety and convenience of the public.
- Exercise initiative, compassion and ingenuity in dealing with the public.
- Establish and maintain good working relationships with District employees.
- Use office equipment such as personal computer.



- Learn the different passenger ticketing systems in use at the ferry division and provide first line service support for each system.
- Communicate effectively with district vendors and open timely support request tickets.
- Follow the safety and health rules and safe working practices applicable to the job.
- Reliable and regular attendance and performance are required.

Minimum Qualifications

Education and/or Experience:

- Two-year college degree or equivalent in public administration, business administration, marine transportation or related customer service field. Additional position related experience may be substituted on a year for year basis in lieu of degree.
- Four years' position related customer service experience is desired. Experience in managing cash revenue and working with the public is desirable. Must include a minimum of two-years of supervisory or management experience in directing subordinate staff.
- Must be able to demonstrate computer proficiency in using MS Office.

Required License:

- Must possess or obtain, a current Transportation Workers Identification Credential (TWIC) within the first 60 days of employment.

Physical Requirement:

Lift and carry up to 50 pounds frequently. Requires frequent stooping, bending, and climbing stairs and ladders. Work outside continuously in all weather conditions. 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. Ability to respond to emergencies.