



JOB TITLE:	VESSEL OPERATIONS MANAGER	DIVISION:	FERRY
REPORTS TO:	DIRECTOR OF OPERATIONS	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	YES
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	LARKSPUR

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 of the Director of Operations, Ferry Division, this position is responsible for overseeing the efficient and safe operation of our ferry services, ensuring exceptional customer experiences, and maintaining compliance with all relevant regulations. Works with leadership to determine business needs and collaborate with staff to ensure that vessel operations provides a value to our customers and a high standard of safety. This is a critical leadership role that requires strong managerial skills, a deep understanding of maritime operations, and a commitment to excellence.

Essential Responsibilities

- Oversees the day-to-day operations of the ferry services, including scheduling, staffing, and maintenance, to ensure smooth and efficient operations.
- Develops and implements strategies to enhance the overall customer experience, focusing on safety, reliability, and customer satisfaction.
- Collaborates with cross-functional teams to establish and maintain effective communication channels, ensuring seamless coordination between Ferry Operations and Ferry Maintenance.
- Monitors and analyzes key performance indicators (KPIs) to identify areas for improvement and implement corrective actions as necessary.
- Ensures compliance with all relevant regulations, including safety standards, environmental regulations, and labor laws.
- Under direction of the Director of Operations, manages the department's budget, ensuring optimal resource allocation and cost control.
- Leads, mentors, and motivates a diverse team of Vessel Masters and Deck Hands, fostering a positive and inclusive work environment.
- Establishes and maintains strong relationships with external stakeholders, such as regulatory agencies, unions, vendors, and community organizations.
- Stays updated on industry trends, technological advancements, and best practices in ferry operations, and proactively implement relevant improvements.



- Prepares and presents regular reports to senior management, providing insights on operational performance, challenges, and opportunities.
- May be required to drive a vessel.
- Knows and follows the safety and health rules and safe working practices applicable to his or her job.
- 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 required.

Required Knowledge, Skills and Abilities

Knowledge of:

- District Policies and Labor Agreements (MOUs)
- Occupational health and safety rules and working practices applicable to this position.
- USCG Regulations
- San Francisco Bay ferry traffic protocols

Skill in or Ability to:

- Interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts, and graphics to summarize results.
- Successfully managing and optimizing ferry operations, including scheduling, deck maintenance, and customer service.
- Demonstrate strong leadership and team management skills by inspiring and motivating a diverse workforce.
- Demonstrate excellent problem solving and decision making abilities, with a focus on finding innovative solutions to operational challenges.
- Contribute to a work environment that promotes effective, thoughtful communication between team members, the general public, and management.
- Cultivate and implement efficient entrepreneurial approaches to challenging issues.
- Independently organize own work, set priorities and meet critical deadlines
- Demonstrate excellent oral and written communication skills
- Identify problems and initiate creative problem solving techniques
- Prioritize and organize work schedules to meet the District's goals and objectives
- Use computerized record systems, Maximo, MS Office (Outlook, Excel) and effective use of web resources.



Minimum Qualifications

Education and/or Experience:

- A Bachelor's degree in maritime studies, transportation management, business administration, or a related field
- Minimum of 5 years of progressive experience in transit operations, including at least 3 years in a managerial or leadership role at a ferry operator.
- Must be able to demonstrate proficiency using advanced word processing, spreadsheet and database software; prepare analysis, presentations, and spreadsheets using Excel. PowerPoint is desirable.
- Experience in Marine transportation operations technical and administrative functions, including budget, labor, and operations management is desirable.

Required License:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. Operates District vehicles on a regular basis.. '
- A USCG Merchant Mariner license is preferred. May be required to drive a vessel.

Physical Requirement:

Working inside and outside in all weather conditions. Work around fumes, odors and dust in an occasionally high noise level environment. Ability to access and inspect all above and below deck spaces and voids. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.