



JOB TITLE:	TERMINAL OPERATIONS MANAGER	DIVISION:	FERRY
REPORTS TO:	DIRECTOR OF FERRY OPERATIONS	EEO CATEGORY:	02 - PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
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

The Operations Manager is a critical position within the Ferry Division's management team. Under general direction, this position will oversee front-line management and terminal staff in the daily operation and management of ferry operations and terminals with a specific focus on the delivery of customer service and all aspects of business related processes, including electronic/mobile ticketing, revenue collection, and customer information services.

The District's Ferry operations serve a diverse and demanding customer base that includes both frequent commuters who are knowledgeable of the District's Ferry services as well as infrequent recreational users that have little or no familiarity with Golden Gate Ferry services. This position is responsible to ensure that union supervisors and front-line terminal staff provide excellent customer service while at the same time maintain schedules and ensure all customers have a pleasant experience, and arrive at their destination on-time. This position is responsible for a wide range of personnel training including customer service, drug and alcohol testing, equipment training, etc. The responsibilities of this position extend to and includes management of some vessel responsibilities as well, including oversight and monitoring that light maintenance and vessel cleaning are accomplished.

Essential Responsibilities

- Oversees subordinate staff in delivery of excellent customer service.
- Manages personnel training and qualifications.
- Oversees and coordinates development of standard practices for terminal operations.
- Oversight of daily maintenance and/or cleaning of vessels and terminals.
- Responsible for managing Ferry's Drug and Alcohol Testing program in partnership with the Human Resources Division.
- Responsible for coordinating and oversight of dispatching and staffing schedules.
- Acts as liaison of electronic revenue collection.



- Responsible for the administration and compliance with the District's applicable Union Memorandums of Understanding (MOU's).
- Acts as liaison with the District's supporting functions and/or divisions i.e. Marketing, HR, EH&S, Finance, etc.
- Develops capital improvement plans for terminals and facilities by working with terminal supervisors and other management staff.
- Develops, manages and oversees budgets for shore-side staffing and related costs.
- Responsible for the administration and oversight of contracts with outside vendors including food and beverage concession contracts.
- Responsible for auditing functions related to retail contracts and development of business/balance sheets (reports).
- Responsible for oversight and administration of terminal and facility's corrective and preventative maintenance programs in the MAXIMO program.
- Coordinates with Marketing and Communications Department to ensure proper and timely dissemination of information relating to current schedules and upcoming events.
- Responsible for ensuring that the department's facilities and staffing requirements are sufficient to support special events.
- Coordinates the District's Disability Leave program with HR and EH&S.
- Manages the Ferry Division's uniform issue and adherence programs.
- Manages the customer information systems and security surveillance program.
- Ensures that employees under his or her supervision follow established safe work practices and obey all safety rules.
- 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 are required.

Required Knowledge, Skills and Abilities

Knowledge of:

- Excellent customer service principles and practices in a public-setting.
- District Policies and Labor Agreements (MOUs).
- Occupational health and safety rules and working practices applicable to this position.

Skills or Ability to:

- Demonstrate organizational skills, team building, and budget management.
- Train personnel in serving the public.
- Develop and/or prepare business analyses and operating budgets.
- Proficient in the development of business reports for financial and statistical data.
- Use MS Office such as Word, Excel and Powerpoint.



Minimum Qualifications

Education and/or Experience:

- A Bachelor's degree in Business or in any field from an accredited college or university.
- Five (5) years of customer service experience is required. Experience in managing/auditing cash concessions and working with the public is essential. Must include a minimum of five years of supervisory/management experience in directing subordinate staff.

Required License:

Must possess and maintain a current, valid California driver's license and satisfactory driving record. Operates District vehicles on a regular basis.

Must possess or obtain, prior to employment offer, a current Transportation Workers Identification Credential (TWIC).

Physical Requirement:

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. Ability to respond to emergencies.