



POSITION: **CASUAL FERRY OPERATIONS SUPERVISOR (PS101353)**
Position located at Golden Gate Ferry Terminals (Larkspur, San Francisco, Tiburon or Sausalito). This position is represented by the International Brotherhood of Teamsters, Local 856

SALARY RANGE: **\$42.69 – 51.63 per hour with limited benefits**
Employee pays up to 7% of salary/wage toward CalPERS retirement plan.

OPEN TO: **All qualified candidates**

OPENINGS: **This list will only be used to fill Casual On-Call positions as needed**

POSITION DESCRIPTION:

Under general direction, oversees the daily operation of assigned terminal/s (Larkspur, San Francisco, Sausalito and Tiburon) 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, and develop plans for achieving them. This position will require weekend, night and holiday schedules.

MINIMUM JOB REQUIREMENTS:

EDUCATION/EXPERIENCE REQUIREMENTS:

College level training and experience equivalent to:

- 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 supervisory/management experience in directing subordinate staff.
- Must be able to demonstrate computer proficiency in using MS Office.

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LICENSE(S):

- Must possess and maintain a current, valid California driver's license and satisfactory driving record (Operates District vehicles on a regular basis)
- No DUIs or reckless driving infractions within the last 7 years. No more than 2 moving violations within the last 3 years.

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.
- Establishes and maintains effective professional relationships with subordinates through communication and coaching.
- Operates, supervises, and trains personnel on the operation of the hydraulic ramp/gangway system and diesel emergency power generator.
- 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.
- Regular and reliable attendance and performance are required.

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REQUIRED KNOWLEDGE, ABILITIES and SKILLS:

Knowledge of:

- Knowledge of principles and practices of supervision and employee training.
- Knowledge of service area's geography and demography.
- Knowledge of hazardous waste regulations and appropriate regulatory authorities.
- Considerable knowledge of First Aid and CPR.

Ability to /Skill in:

- Ability to learn and interpret labor provisions (i.e. Memorandum of Understanding).
- Ability to analyze emergency situations accurately, make decisions quickly and adjust service as necessary for the safety and convenience of the public.
- Ability to exercise initiative, compassion and ingenuity in dealing with the public.
- Ability to establish and maintain good working relationships with District employees.
- Ability to use office equipment such as personal computer, facsimile machine, typewriter and calculator.
- Ability to learn the different passenger ticketing systems in use at the ferry division and provide first line service support for each system.
- Ability to communicate effectively with district vendors and open timely support request tickets.

PHYSICAL REQUIREMENTS:

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

APPLICATION PROCEDURE:

FAILURE TO MEET ANY OF THE REQUIREMENTS STATED BELOW MAY RESULT IN REJECTION OF YOUR APPLICATION

TO APPLY: www.goldengate.org/jobs

Applicants must apply online by the deadline date. Applications received after the deadline will not be considered.

The District's Human Resources Kiosk is available for filling out and submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. For directions and general information, visit our website www.goldengate.org.

The District's primary and official means of application notification is via EMAIL. Thus, applicants are advised to check their email for their application status updates.

THE FOLLOWING DOCUMENT(S) MUST BE SUBMITTED AT TIME OF APPLICATION:

1. GGBHT Online Employment Application
2. Resume (Scan and attach as PDF to your online application)

SELECTION PROCESS FOR THIS POSITION MAY INCLUDE:

- Skills Assessment Examination
- Panel Interview
- Background, Employment and Security Investigation

****The District will only invite those candidates whose qualifications MOST CLOSELY MATCH the position requirements to continue in the selection process.***

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AN EQUAL OPPORTUNITY EMPLOYER

It is the policy of the Golden Gate Bridge Highway and Transportation District to take all personnel actions on the basis of merit and other job-related factors, without regard to race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability: physical or mental, age (40 and older), genetic information, marital status, sexual orientation and identity, medical condition, political affiliation or military status.

Applicants with Disabilities: The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. If you have special needs, please call (415) 257-4521 (Human Resources). The District's telecommunications device (TDD) for Persons with Hearing Disabilities is (415) 257-4554.

Revised 03/17/2014 SS

Revised 02/07/2019 MP

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