



POSITION: **FERRY OPERATIONS MANAGER (PS101130)**
Position is located at Larkspur Ferry Terminal, Larkspur, CA

SALARY RANGE: **\$98,134.40 to \$118,643.20 annually plus excellent benefits**
40-hour work week
Employee pays up to 7% of salary/wage toward CalPERS retirement plan

DATE POSTED: **Wednesday, March 8, 2017**

CLOSING DATE: **Open Until Filled**

OPEN TO: **All qualified candidates**

OPENINGS: **1 vacancy and to create an Eligibility List**

POSITION DESCRIPTION

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.

Ferry Operations Manager (PS101130)

MINIMUM JOB REQUIREMENTS:

EDUCATION/EXPERIENCE REQUIREMENTS:

- 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.
- Must possess excellent computer skills and be proficient in Word, Excel, and Powerpoint.

REQUIRED LICENSE(S):

- Must possess and maintain a current, valid California driver's license and a satisfactory driving record.
- No more than 2 moving violations within the last 3 years.
- No reckless driving and DUI within the last 7 years
- Operates District vehicles on a regular basis
- Must possess or obtain, prior to employment offer, a current Transportation Workers Identification Credential (TWIC)

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

Ferry Operations Manager (PS101130)

- 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, ABILITIES AND SKILLS:

- Knowledge of excellent customer service principles and practices in a public-setting.
- Ability to demonstrate organizational skills, team building, and budget management.
- Ability to train personnel in serving the public.
- Ability to develop and/or prepare business analyses and operating budgets.
- Proficient in the development of business reports for financial and statistical data.

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.

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)
3. A copy of your DMV H6 printout - 10 year Driving Record (Scan and attach as PDF to your online application)
 - For ***external applicants***: The applicant's submitted DMV H6 Printout should be dated within 30 days from the date of the job posting. A complete DMV H6 report has the word *END* in capital letters at the end of the report.
 - For ***internal applicants*** (*District Employees*) who are part of the Pull Notice Program, the Human Resources Department will request the applicant's DMV report upon receipt of the applicant's online application.

Ferry Operations Manager (PS101130)

THE SELECTION PROCESS FOR THIS POSITION will include:

- Assessment of education, training, and experience
- Oral Panel interview
- Department interview for final candidates
- Medical examination, post offer of “conditional employment”
- Background, Employment and Security Investigation

** This position is classified as "Safety Sensitive" and will be required to undergo Drug and Alcohol testing prior to employment and will be subject to further random urine and breath alcohol testing throughout the period of employment*

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

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

03/08/2017 MP

**Human Resources Administration
Human Resources Department
GGBHTD
1011 Andersen Drive
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