



JOB TITLE:	FERRY OPERATIONS SPECIALIST	DIVISION:	FERRY
REPORTS TO:	DIRECTOR OF FERRY OPERATIONS	EEO CATEGORY:	06 – ADMIN SUPPORT
FLSA:	NON-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

Under general direction of the Director of Ferry Operations, this position will perform a variety of operations analysis and administration-based duties. The position provides varied, complex, operations project-based analysis, coordination, and reporting; and provides confidential administrative assistance to the Ferry Division Operations Management team. Exercises the highest level of discretion, confidentiality and decision making to assist in facilitating the work of the Operations Department management staff. Responsible for the development of data and documentation of communication to support vessel and personnel scheduling; prepare materials for Board of Director’s review; and conduct tasks to track status and progress of key operations projects. This position will also perform a critical role in supporting the development and coordination of departmental duties within the Division and involving interaction with other departments in the District. May act as lead to other operations and/or administrative staff.

Essential Responsibilities

- Perform operational analyses to identify issues and process improvement opportunities that need to be addressed and/or resolved.
- Review, compose and/or edit operational documents and/or correspondences (from brief oral or written instructions) for management signature; and ensure the completeness, accuracy, and compliance with policies and procedures of said documents and/or correspondences. May also sign routine correspondence as directed and/or approved by management.
- Prepare and respond both verbally and in writing to initial operations related inquiries from various sources such as employees, union representatives, and the public with discretion and objectivity.
- Prepare meeting agendas, reports, presentations, and other informational materials which may include technical or legal report and other documents related to the activities of the Department, materials for meetings, speeches, presentations, and agenda items, from notes, research, brief instructions, prior drafts, video, or voice recording equipment.
- Relieve managers of certain administrative matters by transmitting information and staying informed of pertinent activities and performing general administrative functions (e.g., Department files and mail, receiving and screening telephone calls, document retention, and maintaining manager contact information).



- Track and maintain documentation of all credential updates for the Operations Department.
- Utilize the Occurrence Program in Absence Manager.
- Follow up and collaborate with department heads and managers to keep them advised of the status of correspondence, agenda items and other related matters delegated for action or response.
- Assist with scanning and uploading of vessel logs and related vessel documentation, updating and maintaining seniority lists and the non-dispatch list, creation and completion of sea time letter requests, and scanning and uploading operational documents related to training, employee information, and additional documents as needed.
- Assist with schedule coordination and marketing with SMART, Marin Transit, and GGT Bus.
- Assist with scheduling, crewing, and confirmation for school groups and group tickets.
- Assist with special permitting of vessel charters and incidental landings requesting to utilize District docking facilities. This includes adding all approved charter docking requests to the Operations Redbook and submitting the monthly approved charter docking request statement(s) to accounting for invoice creation and payment.
- Assist as a liaison with other departments in the District including the Electronic Revenue Department, Marketing Department (specifically with the schedule and special events), Human Resources Department, Finance Department, and additional departments as needed.
- Assist with the administrative detail and oversight of assigned Operations contracts.
- Assist with auditing of retail contracts and develop business/balance sheets (reports).
- Coordinate the Disability Leave Program with the Human Resources Department and Risk Management and Safety Department.
- Assist with entering schedules and pay patterns. Monitor timecards for the Operations Department.
- Assist with timecard approval for all Operations employees, including Vessel Masters, Supervisors, Deckhands, and Terminal Assistants.
- Coordinate the pay discrepancy process within Operations and the Finance Department.
- Assist with the implementation and maintenance of the Safety Management System.
- Coordinate and track the uniform ordering process within Operations and the Procurement Department.
- Assist with the status change request process for the Operations Department.
- Assist the Operations Department with Neogov requests and the coordination of new hire packets for casual employees.
- Administer the Drug and Alcohol Program for the Operations Department.
- Assist with the Operations Department budget process.
- Assist Operations with employee and customer complaints and oversees maintenance of associated records & documents.
- Assist the Operations Department using the Districts ERP system in running reports for the specific represented union groups as needed.
- Create (as needed) and maintain the document and spreadsheet templates for the Operations Department.
- Establish and maintain effective working relationships with District employees including represented employees, customers, vendors, and all others contacted during work using principles of excellent customer service. May also work with the public to address concerns as directed.
- Perform additional related duties as assigned.



- Regular and reliable attendance and performance required.

Required Knowledge, Skills, and Abilities

Knowledge of:

- Microsoft office including spreadsheets, statistical analysis, and database software.
- Basic Project Management.
- Occupational health and safety rules and working practices applicable to this position.
- District Policies and Labor Agreements (MOUs).

Skills or Ability to:

- Evaluate and analyze operations and administrative concerns and determine alternative courses of actions and present recommendations.
- Learn and apply District policies, laws, and regulations that pertain to work.
- Work as part of a team using excellent interpersonal and communication skills with personnel at all levels, including represented and non-represented employees, both inside and outside the District.
- Demonstrate strong problem-solving skills, creativity, innovativeness, and self-motivation.
- Maintain confidentiality and protect information and documents appropriately.
- Work calmly and effectively in a high volume, high visibility office environment with strong deadline and time management skills.
- Organize work, set priorities, meet critical deadlines, and follow up assignments with a minimum of supervision.
- Manage projects and programs in a positive and effective manner.
- Follow the safety and health rules and safe working practices applicable to the job.

Minimum Qualifications

Education and/or Experience:

- A Bachelor's degree in Business, Finance, Public Administration, or in any related field. Qualifying experience may be substituted on a year-for-year basis in lieu of education. A written statement detailing qualifying experience must be submitted with the application.
- Requires a minimum of four years' recent full-time position related complex and confidential experience requiring the use of initiative and independent judgement. Experience must include a minimum of two years of related technical/administrative experience.
- Must be able to demonstrate proficiency using advanced word processing, spreadsheet and database software; prepare analysis, presentations, PowerPoint, and spreadsheets using Excel.
- Experience at an advanced level performing analysis (financial, personnel, and scheduling) and technical administrative responsibilities is desirable.
- Knowledge of operations, technical, and administrative functions, including budget, labor, and operations is desirable.



Required License:

Must possess and maintain a current, valid California driver's license and satisfactory driving record.

Physical Requirement:

Mobility to work in a typical office setting or onboard vessels. Ability to communicate in person and over the telephone. Ability to work on or around vessels and in terminals. 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. Ability to lift and carry up to 25lbs.