



JOB TITLE:	<b>MARITIME PROGRAM MANAGER</b>	DIVISION:	<b>FERRY</b>
REPORTS TO:	<b>DIRECTOR OF FERRY OPERATIONS</b>	EEO CATEGORY:	<b>02 – PROFESSIONAL</b>
FLSA:	<b>EXEMPT</b>	SAFETY-SENSITIVE:	<b>NO</b>
CLASSIFICATION:	<b>NON-REPRESENTED</b>	LOCATION:	<b>LARKSPUR</b>

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

### Essential Responsibilities

- Oversee and Manage Operations Department safety, security, and training programs, ensuring compliance with all federal, state, and local mandates, and required training for all department staff. Serves as a key member of the safety committee.
- Manage the Division Safety Management System and Action Reporting program.
- Manage the department oversight responsibilities for the Drug and Alcohol Program.
- Oversee the tracking and maintenance of documentation of all credential updates for the Operations Department.
- Guide a diverse team of Vessel Masters, Deck Hands, Operations Supervisors, and Terminal Assistants, fostering a positive and inclusive work environment. Oversee onboarding process with new personnel as well as any issues with personnel or pay.
- Assist with scheduling and schedule coordination with outside organizations.
- Develop and implement strategies to enhance the overall customer experience, focusing on safety, reliability, and customer satisfaction. Assist with customer service issues.
- Interacts with the Districts Jones Act attorneys to follow-up on employee and customer incidents and oversees maintenance of all associated records and documents.
- Assist as a liaison with union officials and participates in labor negotiations as a member of the District’s team.
- Under direction of the Director of Ferry Operations, manage the department's budget, ensuring optimal resource allocation and cost control. This includes annual review of current operating schedule and staffing requirements.
- Oversee maintenance of all paper and electronic department records and documents.



- Monitor and analyze key performance indicators (KPIs) to identify areas for improvement and implement corrective actions as necessary.
- Collaborate with cross-functional teams to establish and maintain effective communication channels, ensuring seamless coordination between Ferry Operations and Ferry Maintenance.
- Ensure compliance with all relevant regulations, including safety standards, environmental regulations, and labor laws.
- Establish and maintain strong relationships with external stakeholders, such as regulatory agencies, unions, vendors, and community organizations.
- Stay updated on industry trends, technological advancements, and best practices in ferry operations, and proactively implement relevant improvements.
- Prepare and present regular reports to senior management, providing insights on operational performance, challenges, and opportunities.
- Oversee subordinate staff in delivery of excellent customer service.
- Implement and/or review disciplinary actions and grievances.
- Perform 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.
- U.S. Coast Guard Regulations.
- Safety, Security, and Training program fundamentals.

### 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.
- Coordinate multiple projects, organize workload, and meet critical deadlines.
- Build collaborative and trusted relationships with stakeholders as a resource for various projects.
- Contribute to a work environment that promotes effective, thoughtful communication between team members, the public, and management.
- Able to 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.
- Strong leadership and team management skills, with the ability to inspire and motivate a diverse workforce.
- Exceptional communication and interpersonal skills, with the ability to effectively collaborate with internal and external stakeholders.



- Excellent problem solving and decision-making abilities, with a focus on finding innovative solutions to operational challenges.

## Minimum Qualifications

### Education and/or Experience:

- A Bachelor's degree in maritime studies, transportation management, business administration, or related field. Additional qualifying experience may be substituted on a year for year basis in lieu of a Degree. A written statement detailing qualifying experience must be submitted with the application.
- Minimum of 5 years of progressive experience in transportation operations, including at least 3 years in a managerial or leadership role.
  - Must be able to demonstrate proficiency using advanced word processing, spreadsheet, and database software; prepare analysis, and presentations.
  - Proven track record of successfully managing and optimizing ferry operations, including scheduling, safety, security, training, represented employee issues, and customer service.
  - Experience in maritime 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. No more than two (2) moving violations within the last 3 years. No DUIs or reckless driving infractions within the last 7 years. Operates District vehicles on a regular basis.
- A U.S. Coast Guard Merchant Mariners License is preferred.

### 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 climb stairs and move up and down ladders. 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.