

POSITION: MARINE OPERATIONS SUPERVISOR

LOCATION: WETA Office – San Francisco, CA

CLASS CODE: Exempt

SALARY RANGE: \$89,140 to \$127,350 annually
(New CalPERS member pays 6.75% of salary into CalPERS retirement plan)

DATE POSTED: December 15, 2021

CLOSING DATE: Open Until Filled

OPENING(S): 1 Position

APPLICATION PROCESS:

Please email cover letter, resume and the required application to:

EmploymentApplications@watertransit.org

Subject: Marine Operations Supervisor

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

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

- Cover Letter
- Resume
- Employment Application
(available at <https://weta.sanfranciscobayferry.com/employment>)

Under the brand San Francisco Bay Ferry (SFBF), the San Francisco Bay Area Water Emergency Transportation Authority (WETA) operates six routes serving the cities of Alameda, Oakland, San Francisco, South San Francisco, Vallejo, and Richmond. WETA has a small administrative staff and contracts with a private sector contractor to operate and maintain its current fleet of 15 passenger-only vessels. A description of SFBF services and operations is available at www.sanfranciscobayferry.com.

JOB DESCRIPTION

Under general direction, plans, organizes, and manages the ferry transportation services program within the Operations and Maintenance Division, including management of WETA's contracted operator, monitoring of performance, and the administration of funds for projects and operations; assists in coordinating assigned activities with other WETA divisions, outside agencies, contractors, vendors, and the public; fosters cooperative working relationships among WETA divisions, and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Operations and Maintenance Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations and Maintenance Manager. Provides technical and functional direction to external service providers and assigned internal staff.

CLASS CHARACTERISTICS

This is a management classification in the Operations and Maintenance Division. The incumbent oversees, directs, and participates in the management of ferry transportation services with contracted operators, emergency response, consultants and vendors, including management of contracts, monitoring of performance, and the administration of funds for projects, expansions, and operations. Successful performance of the work requires knowledge of regional transportation policy, ferry operations, and contract functions and activities; skill in coordinating assigned work with that of other WETA divisions and public agencies; and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing program planning and operational goals and objectives and for furthering WETA goals and objectives within general policy guidelines. This class is distinguished from the Operations and Maintenance Manager that the latter has overall management responsibility for all activities of the Operations and Maintenance Division. This class is distinguished from the Engineering and Maintenance Superintendent in that the latter has responsibility for the capital asset construction, rehabilitation and replacement programs.

PRIMARY RESPONSIBILITIES

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Recommends, develops and implements goals, objectives, policies, and priorities for the assigned operations, including appropriate service and staffing levels and policies and procedures.
- Develops and administers the annual budget for the assigned program, including forecasts of annual operations costs; makes recommendations for staffing, equipment, materials, and supplies; coordinates annual update of fares with contractors; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Oversees performance of ferry transportation services provided by contracted operators, including monitoring of scheduling and service issues, safety compliance, and service planning.
- Oversees WETA's ferry operator contracts; conducts contract performance reviews to ensure contract compliance.
- Develops consultant/contractor/vendor requests for proposal for operational services; ensures public bidding procedures are followed; reviews estimates of labor and material costs for work to be performed.
- Reviews a variety of reports including passenger complaints/incident reports, accident reports, and equipment failure reports; investigates issues; develops and monitors corrective action plans.
- Manages the collection, analysis, and interpretation of operational data to monitor system performance in accordance with established performance standards and indicators and applicable regulatory requirements.
- Participates with the Planning Department in the design, implementation, and evaluation of route and schedule structures; works with contract operator to ensure that service is designed to operate safely, in accordance with established performance standards; ensures services operate at peak performance to maximize productivity, minimize subsidy costs, and meet continued growth demands.
- Participates in planning and preparedness activities designed to coordinate waterborne emergency response services.
- Prepares and presents staff reports, various management and information updates, and reports on special projects as assigned by the Operations and Maintenance Manager.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of ferry and maritime operations and maintenance as they relate to the area of assignment.
- Maintains working and official divisional files.
- Monitors changes in laws, regulations, and technology that may affect WETA operations; implements policy and procedural changes as required.

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- Manages the agency's mandate to coordinate the waterborne transit response to a regional emergency consistent with the principles, concepts and procedures contained in the WETA Emergency Response Plan and the Emergency Operations Plan; may include such activities as participation in emergency response drills and exercises and work to support the operation of the agency's Emergency Operations Center when activated.
- Performs other duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Public agency budget development, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of public agency administration.
- Concepts, theories, and principles and practices of passenger vessel operations and maritime transportation.
- Principles and practices of effective marine transportation service scheduling.
- Principles and practices of contract management.
- Principles and practices of project management.
- Operational characteristics of a diverse range of ferry fleet crafts.
- Principles and practices of maintaining and implementing emergency service response plans for marine transportation services.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, and business correspondence.
- Research and reporting methods, techniques, and procedures.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and WETA staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program area.
- Administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Effectively administer special projects and contractual agreements and ensure compliance with stipulations.
- Conduct effective negotiations and effectively represent WETA in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the

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course of work.

MINIMUM QUALIFICATIONS

Education:

Equivalent to a bachelor's degree from an accredited college or university in marine transportation, business administration, public administration, or a related field.

Experience

Five (5) years increasingly responsible professional marine operations experience, two (2) years of which should be in a management capacity.

License(s) and Certificate(s):

- Possession of a valid California Driver's License and a satisfactory driving record.
- Possession of a valid Transportation Worker Identification Credential (TWIC)

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting or standing for long period of time; occasional climbing, crawling, bending, stooping, or squatting. (2) Lifting/Pushing/Pulling: Frequently up to 10 pounds; occasionally up to 50 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise. May be required to wear protective clothing, safety glasses, safety shoes, and hardhat.

COVID-19 VACCINATION REQUIREMENT

Where permitted by applicable law, candidates must have received or be willing to receive the COVID-19 vaccine by date of hire to be considered. WETA will provide reasonable accommodations to qualified employees with disabilities or for a sincerely held religious belief.