

POSITION: **Operations and Maintenance Manager**

LOCATION: WETA Office – San Francisco, CA

CLASS CODE: Exempt

DATE POSTED: December 8, 2020

CLOSING DATE: Open Until Filled (*First Review of Applications: 12/21/2020*)

OPENING(S): 1 Position

APPLICATION PROCESS:

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

San Francisco Bay Area Water Emergency Transportation Authority
Attn: Human Resources
9 Pier, Suite 111
San Francisco, CA 94111

EmploymentApplications@watertransit.org
Subject: Operations & Maintenance Manager

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>)

Operating under the brand San Francisco Bay Ferry (SFBF), the San Francisco Bay Area Water Emergency Transportation Authority (WETA) carries approximately 3 million passengers per year on five routes serving the cities of Alameda, Oakland, San Francisco, South San Francisco, Vallejo, and Richmond. WETA 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 the direction of the Executive Director, the incumbent will plan, organize, manage, and provide administrative direction and oversight for all functions and activities of the Operations and Maintenance Division, including management of ferry transportation services with contracted operator, management of marine construction activities, and preservation of capital assets including vessels and WETA facilities. This position coordinates assigned activities with other WETA divisions, officials, outside agencies, 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 Executive Director in areas of expertise; and performs related work as required.

PRIMARY RESPONSIBILITIES

- Develop, direct, and coordinate the implementation of goals, objectives, policies, procedures, and work standards for the division.
- Manage and participate in the development and administration of the division's annual budget; direct the forecast of additional funds needed for projects, staffing, equipment, materials, and supplies; direct the monitoring of and approves expenditures; direct and implement adjustments as necessary.
- Select, train, motivate, and direct division personnel; evaluates and reviews work for acceptability and conformance with WETA standards, including program and project priorities and performance evaluations; work with employees on performance issues; implement discipline and termination procedures; respond to staff questions and concerns.
- Plan, negotiate, establish performance standards and oversee contracted services for ferry operations.
- Manage the delivery of WETA's ferry service system schedules, services and contracted operation.
- Manage the development of designs, materials, and processes proposed in connection with major repairs for WETA facility and vessel assets and new marine construction activities.
- Evaluate the need for and develops, plans, and schedules long-term asset maintenance programs; organize available resources for the maintenance, improvement, and repair of WETA facilities and vessels; compile estimates, contract provisions, and specifications.
- Oversee the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluate proposals and recommends project award; coordinate with legal counsel to determine WETA needs and requirements for contractual services; negotiate contracts and agreements and administer same after award.
- Lead participants in the development and coordination of emergency response plans to provide evacuation assistance, transportation of first responders and disaster service workers, and provision of basic mobility for the public in response to emergencies or disasters affecting the Bay Area transportation system.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of maritime transit maintenance and operations services as they relate to the area of assignment.
- Maintain and direct the maintenance of working and official divisional files.
- Monitor changes in laws, regulations, and technology that may affect WETA operations; implement policy and procedural changes as required.
- Prepare, review, and present staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Respond to difficult and sensitive public inquiries and complaints and assist with resolutions and alternative recommendations.

- Lead 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.
- Perform other duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff.
- 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; vessel operation, design, maintenance and engineering; and docking and service facility operations, design, maintenance and engineering.
- Principles and practices of procurement, including preparation of plans, specifications and cost estimates, analysis and recommendations in the selection and award of contracts, contract administration; and inspection of work to ensure compliance.
- 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 division.
- Prepare and 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.
- Plan, organize, direct, and coordinate the work of personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- 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 course of work.

MINIMUM QUALIFICATIONS

Education:

Equivalent to a bachelor's degree from an accredited college or university with major course work in marine transportation, construction management or a related field.

Experience:

Seven (7) years increasingly responsible professional maritime operations and maintenance program 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.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

Must possess mobility to work in a standard office setting and use standard office equipment including a computer; to operate a motor vehicle and visit various WETA sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves some fieldwork requiring walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

Work is performed in a typical office environment with moderate noise level, controlled temperature conditions and no direct exposure to hazardous physical substance. When in a field environment, employees are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing WETA policies and procedures.