**Class Summary**

The responsibilities of this classification include direct oversight and supervision of the daily operation of an assigned area within Marine Operations that includes specific assignments in Vessel Operations, Shoreside Operations, Service Delivery, Service Quality, and Vessel and Shoreside Operations Training to ensure timely and effective passenger-only ferry service delivery.

**Distinguishing Characteristics**

This is a single-level classification. It is distinguished from the Marine Operations & Maintenance Manager in that incuments are responsible for supervision of vessel and shoreside crews only. Incumbents within the Marine Operations & Maintenance Manager are responsible for managing and supervising maintenance staff, creating operating and maintenance budgets, developing comprehensive service delivery and vessel operations plans, or facility and capital asset management. It is distinguished from Transit Chief classifications in that the Marine Operations Supervisor supervises staff responsible for the delivery of Marine Division passenger-only ferry services.

**Examples of Duties**

1. Supervise the work performed by assigned crews, and ensure daily operations and personnel actions conform to the terms of collective bargaining agreements; participate in hiring for vessel and shoreside operations.
2. Respond to, mitigate, and resolve reported operating problems or disruptions to passenger-only ferry service.
3. Develop crew watch schedules, crew bid documents, and vessel sailing schedules.
4. Draft, edit, and review changes to operating manuals, Safety Management System, crew training, and policies and procedures.
5. Provide system wide communication, information distribution, and external notifications regarding ferry service operational status, incidents and events; develop and recommend operating protocols and procedures as directed by management.
6. Assess crew training needs and make recommendations; design, develop, track, and evaluate training curricula to meet changing organizational needs; track required licenses and certifications of crews.
7. Track business performance metrics ensuring targets are met while maintaining established service levels.
8. Respond to customer inquiries, comments, and complaints as directed by management.
9. Prepare and maintain records and reports to ensure that vessels and equipment are in compliance with applicable laws, rules, regulations, and policies.
10. Serve as incident commander during emergencies in the field; support service during adverse weather events and other emergencies.
11. Ensure compliance with all Marine Division, Transit Department, and County policies and procedures governing safety sensitive positions, employment, worker safety and related areas as well as with applicable local, state and federal laws.
12. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of marine practices and familiarity with regulatory agencies including the United States Coast Guard (USCG) regulatory requirements for Sub-chapter T and K Boats

Knowledge of labor contracts and applicable maritime labor-related regulatory requirements

Knowledge of principles and practices of continuous improvement to enhance service quality

Knowledge of policy development and project management

Knowledge of emergency management and disaster preparedness operations

Knowledge of the concepts and requirements of the Americans with Disabilities Act (ADA)

Skill in monitoring labor costs and cost-containment strategies

Skill in effectively handling multiple competing priorities

Skill in verbal and written communication

Skill in problem solving

Skill in providing customer service

Ability to respond to emergencies or other special circumstances

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Demonstrated progressive responsibility in maritime and passenger ferry operations

OR combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification, and Other Requirements**

Valid Washington State Driver License or the ability to travel throughout the county in a timely fashion

Additional licenses, certifications and other requirements determined necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 12/2019 - Created |