



## Job Description

<b>Job Title:</b>	Director of Operations	<b>Date:</b>	April 2017
<b>Reports To:</b>	Executive Director	<b>Department:</b>	Operations
<b>Salary Grade:</b>	25 (\$106,003-\$122,886)	<b>FLSA:</b>	Exempt
<b>Manages:</b>	Operations Staff	<b>Category/Hours:</b>	Regular/Full Time

### **JOB SUMMARY:**

The Director of Operations is responsible for the organization, administration, operation, and customer relations of the Port's marine terminals, marina, airport, and all facilities maintenance related activities for the Port. Success in this position requires skilled contract negotiation with a high level of discretion and staff collaboration to achieve Port goals.

### **LEADERSHIP:**

The Director has responsibility for all supervisory activities with respect to departmental staff and serves as a member of the Executive Director's key management team. Responsible for developing and motivating the Operations team to high levels of productivity and morale through guidance, mentoring, and leadership while adhering to and administering Port policies.

### **LEVEL OF AUTHORITY:**

Manages job responsibilities independently with only general direction from the Executive Director. Ensures that applicable Port policies, City ordinances, governing laws and generally accepted procedures and practices are followed.

### **ESSENTIAL FUNCTIONS:**

#### **Management:**

- Direct and monitor the day-to-day operations of the marine terminals, Cap Sante Marina and Anacortes Airport.
- Manage four direct reports with an overall staff of 17 full time employees and 10 on-call security with an additional 20 seasonal, temporary and part-time staff during peak season.
- Supervise all operations and facilities staff, including responsibility for hiring and selection, training, evaluation and discipline in coordination with Human Resources.
- Develop annual departmental budgets.
- Attend and participate in regular and special meetings of the Port Commission.
- Foster relationships with potential tenants and customers to ensure continued business growth for the marina, marine terminals, and airport.
- Collect, analyze, and report department cost and revenue data to determine competitive pricing structures and services. Prepare tariff and rate recommendations.

#### **Marine Terminal:**

- Plan and schedule marine terminal operations, order longshore labor as required for cargo handling, and ensure appropriate manpower and equipment is available.
- Direct and coordinate dockside services for vessels.
- Ensure vessels are met upon arrival and departure and that vessels are properly moored for receiving cargo.
- Ensure marine terminal operations comply with all applicable laws and regulations.
- Foster longshore labor relations and comply with Pacific Maritime Association rules and standards.

#### **Marina:**

- Plan, manage, coordinate, and execute the operation of the Port's marina.
- Direct and supervise the Harbormaster who is responsible for managing all aspects of the marina including the Fuel Dock, Boat Launch, P/Q Hoist, T Dock and other ancillary marina operations.

#### **Airport:**

- Coordinate and oversee interactions with the Federal Aviation Administration (FAA) and ensure compliance with all FAA and WSDOT rules and regulations.
- Coordinate activities with fixed base operators (FBO), including but not limited to providing ongoing service and support, ensuring code compliance, and participating in negotiations related to leasing and usage.

**Facilities:**

- Coordinate Port-wide preventative maintenance program.
- Direct and supervise the Facilities Lead who is responsible for ensuring the effective planning, organizing and management of all Port maintenance functions on a day-to-day basis while working within the rules and regulations of the ILWU contract.

**Security:**

- Ensure the Port's Homeland Security and U.S. Coast Guard requirements are met.
- Direct and supervise the Security Lead who is responsible for ensuring adequate security for all Port property and operations and acts as the Facility Security Officer (FSO).

**OTHER JOB DUTIES:**

Perform other duties, responsibilities, and special projects as assigned.

**WORKING CONDITIONS:**

Work is performed both indoors and outdoors, in all weather conditions. This position works on or near water, frequently on uneven, wet and/or slippery surfaces. The incumbent will be in contact with magnetic surfaces and be required to carry a communication device, usually a cellular phone or radio. The incumbent may be required to wear protective equipment in certain situations. This position requires repetitive computer usage. Work requires exposure to ambient sound and emissions from office equipment. This position is often working on Port facilities and/or roadways, exposed to traffic/aviation hazards, sometimes at night or in inclement weather. Typically, the noise and odor levels in the work environment are moderate, however, there may be exposure to loud noises and foul odors on a daily basis due to marine activity and maintenance and repair. While performing the duties of this job, the employee may be required to travel to attend meetings and conferences via auto, boat, train or air travel.

**KNOWLEDGE, SKILLS, ABILITIES, & OTHER CHARACTERISTICS:**

1. Must have a combination of education and experience that provides the required knowledge, skills and abilities equivalent to ten years work as a marine terminal manager, harbor master, airport manager, maintenance manager, planner, or related field will be considered.
2. Must have six or more years of management & leadership, managing multiple employees.
3. Broad, departmental management experience involving multiple aspects of the Port industry such as marine terminals, airports, industrial development or equivalent is desired.
4. Familiar with applicable laws, codes and permit requirements that govern the marine and aviation industries.
5. Must possess excellent customer service skills and the ability to act as an ambassador to the community.
6. Must be able to manage and lead a diverse work team toward the accomplishment of common goals in a highly collaborative, yet fast paced and stressful environment. This includes the ability to perform functions such as hiring, training, scheduling, evaluations, and discipline.
7. Ability to establish and maintain effective working relationships with associates, tenants, visitors, customers, government representatives and vendors.
8. Must possess the ability to speak and present information to a group both in a public or internal setting.
9. Skilled in analyzing a situation, assessing alternative solutions and recommending an effective course of action.
10. Proficient use of computer programs including Microsoft products (Word, Excel, & Outlook).
11. Must have or be able to obtain a valid driver's license and a Transportation Worker Identification Credential (TWIC) card.

**PHYSICAL REQUIREMENTS:**

In the commission of this job the incumbent must have the physical ability to perform all essential job functions including:

1. Ability to hear, speak, and understand the spoken English word.
2. Ability to read and understand directions in English.
3. Ability to sit at and use a computer workstation.
4. Ability and dexterity to operate a computer keyboard and a numeric keypad by touch.
5. Ability to travel to other cities and states via auto, boat, train or air travel.

**OTHER:**

1. Following an offer of employment and prior to starting work, individuals will be required to take and pass a pre-employment drug screen at no cost to the applicant.

2. Following an offer of employment and prior to starting work, individuals will be required to take and pass a pre-employment credit and background check at no cost to the applicant.
3. This job description reflects general details necessary to describe the job's essential functions and level of knowledge and skill typically required. The job description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, such as working in other areas to cover absences or relief, or to otherwise balance the workload.

***The Port of Anacortes is an equal opportunity employer and does not unlawfully discriminate based on any protected classes.***

*Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position. This job description does not constitute an employment agreement between the Port and Employee and is subject to change as the needs of the Port and requirements of the job change.*

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Are you able to perform the essential functions of this job with or without accommodation?  Yes  No  
If testing is required, will accommodation be necessary?  Yes  No

*The Port will make every effort to make accommodations, however, please be aware that fiscal limitations may preclude some requests for accommodations being granted.*

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Signature

\_\_\_\_\_  
Date