



JOB TITLE:	<b>PROGRAM MANAGER</b>	DIVISION:	<b>FERRY</b>
REPORTS TO:	<b>DEPUTY GENERAL MANAGER - FERRY</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 Deputy General Manager, Ferry Division, this position is responsible for managing, planning, and implementation of a variety of projects. Works with leadership to determine business needs and collaborate with staff to ensure that projects are implemented in a timely manner. This position is also responsible for analyzing and interpreting data and preparing correspondence and reports with recommendations to management.

## Essential Responsibilities

### A. Operations Project Management

- Lead cross-functional teams in establishing action plans and target dates for deliverables. This includes clearly identifying the scope, objectives, goals, deliverables, and key milestones and getting alignment across the full project team.
- This position provides varied, complex, project-based analysis, coordination, and reporting for District projects.
- Work in a matrix organizational structure with projects and tasks assigned by the Deputy General Manager and Directors in the Ferry Division.
- Continually identify opportunities to improve operational excellence, plan and execute changes to improve workflow for project execution.
- Work cross-functionally, with internal and external stakeholders, to inspire execution and ensure accountability for deliverables.
- Considering divisions overall special project program, assist in development of realistic project plan/schedules.
- Define, oversee, and track team’s progress in meeting milestones and deliverables.
- Understand the critical path activities and ensure team members are aware of the interdependencies. (Resources)
- Provide regular project updates and reports on project milestones including identified risks and any unexpected events impacting project schedule, budget, and resources (as needed).



- Effectively manage project scope by ensuring any changes to scope are documented and approved with the Ferry's project change request process.
- Work within the project team on document control and version control including documenting and uploading of meeting minutes and updating additional project documents as needed.
- Knows and follows the safety and health rules and safe working practices applicable to his or her job
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

## **B. Operations Support**

- Works with management staff to perform operational analyses necessary to compare operational schedules from a resource and financial aspect.
- Coordinates implementation of projects with various divisions, functional areas, and/or vendors.
- Devises methods and procedures for review, maintaining, and updating operational processes.
- Work in a matrix organizational structure with projects and tasks assigned by the Deputy General Manager and Directors in the Ferry Division.
- Assists in data evaluation.
- Assists in the preparation, analysis, and monitoring of budgets.
- Prepares a variety of reports including staff reports necessary for board meetings and other materials related to business matters including applying comparative and best practices.
- Work with senior and mid-managers to review and analyze policies and procedures to determine efficiency and effectiveness.
- Conduct statistical analyses and apply information to spreadsheets and databases, to analyze and evaluate operational data.
- Propose reasonable conclusions, effective solutions, and potential options.
- Present report contents to departments.
- Examines current program operations and makes recommendations to management on efficiency and effectiveness improvements as well as implement the solution as assigned.
- Work with senior and frontline management to, coordinate, and monitor the administration of and follow-up on training opportunities.



## 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.
- Project Management
- Contract process and government procurement rules

### 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 general 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.

## Minimum Qualifications

### Education and/or Experience:

- A Bachelor's degree in Business, Finance, Public Administration, or in any related field. Qualifying experience may be substituted on a year-for-year basis in lieu of education. A written statement detailing qualifying experience must be submitted with the application.
- Requires a minimum of four years' recent full-time position related complex and confidential experience requiring the use of initiative and independent judgement. Experience must include a minimum of two years of operations related technical/administrative experience.
- Must be able to demonstrate proficiency using advanced word processing, spreadsheet and database software; prepare analysis, presentations, and spreadsheets using Excel. PowerPoint is desirable.
- Experience at an advanced level performing operations based analysis (financial, vessel and personnel scheduling) and technical administrative responsibilities is desirable.
- Knowledge of Marine 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.

**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 access and inspect all above and below deck spaces and voids. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.