



Job Title: **Manager - Programs & Operations**
FLSA Status: **Exempt**
Reports to: **Director of Operations**

Summary:

Under general direction and with minimum supervision of the Director of Operations and within the framework of Port policies, procedures and objectives, this position's primary responsibilities include management of the Port terminals, wharves, berths, marina, boat launch, fishing pier, and all other Port facilities; participation with other members of the Port's management team to deliver the highest quality service possible to our customers and the community. Ensures pricing and service offerings meet customer needs and align with Port business requirements, provides optimal customer service through collaboration with internal and external stakeholders, and performs competitive analysis within the industry.

In addition, the Manager - Programs & Operations oversees and manages the maritime billing, rail billing and claims process, the maintenance of tariffs, and the work of assigned department staff to ensure a high level of accuracy and customer satisfaction.

Essential Duties & Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manages day-to-day facilities, operations, asset management, and projects for the Port, including but not limited to tenant and customer operations for compliance with leases/contracts, and capital improvement projects on behalf of the Port. Reviews and monitors tenant improvement projects for compliance with leases, contracts, security compliance, and environmental regulations.
- Researches and assists in developing, managing and monitoring operational activities of assigned projects and programs; participates in developing program/project plans and budgets; plans, organizes and implements work activities to meet established Port goals and objectives; plans Port facilities' space allocations for berthing, cargo, development and construction projects.
- Prepares requests for proposals for outside services including consulting and contractor services; manages the proposal selection process; manages evaluation of proposals for all phases of development projects and new operations including CEQA review and permitting; negotiates contracts; plans, schedules and directs the work of consultant/contractor teams in environmental review, preliminary engineering, engineering design and construction services; reviews engineering reports and specifications; coordinates work for construction inspections, project engineer and the contractor during construction.
- Manages health, safety and environmental programs of facilities, infrastructure, storm water, tenant compliance, dust control, and other health, safety and environmental initiatives as may be assigned to ensure regulatory compliance.
- For assigned projects, plans and manages all aspects of project design, development and implementation including technical research/analysis, funding and cost analyses, scheduling, public involvement, project budgeting, project performance and results.
- Assists the Port's Facility Security Officer (FSO), serving as the Alternate FSO, ensuring compliance with U.S. Coast Guard regulations, and coordinate tenant facility security plans. Coordination with tenants,

stakeholders, and local/state agencies to facilitate emergency preparedness; assists in implementation of emergency response and business continuity plans; participates in training and exercises related to safety, security, emergency preparedness, or other disaster related matters.

- Researches, monitors, and identifies federal, state, and local funding source notices and publications and maintains contact with local agencies to identify potential sources of funding relevant to the Port's strategic and long-range business and capital/economic development plans; prepares the development of grant applications and manages process, including consultant team; oversees the grant requirements and funding source regulations have been met and the Port has planned for any required administrative, program delivery and/or operational matching funds.
- Develops detailed reports, memoranda, letters and other documents regarding project issues for both internal and external distribution; works with engineers and construction contractors regarding normal and unusual project problems and phases; ensures the maintenance of detailed records of project activities, findings, progress and results; may supervise the work of other professional and technical staff assigned to a project team.
- Coordinates and integrates multi-phase design, development and construction projects with various federal, state and local regulatory agencies to ensure compliance with rules and regulations, as well as with special-interest groups, other stakeholders and the public.
- Establishes, manages, and maintains a database of Port assets with capital improvements and maintenance schedules, ensuring facilities are maintained in compliance with marine terminal security program, and other environmental regulatory compliance; manages the development and coordination of safety and training programs.
- Assists or participates in real property negotiations and transactions; prepares requests for proposals; prepares and administers leases; performs financial research; participates in the formulation of development concepts; analyzes opportunities and constraints for alternative real estate development scenarios and sites; monitors and reports on project budgets; assists in determining terms and conditions for new leases; conducts market analyses of real property and performs periodic renegotiation of rents reviews and CPI adjustments; analyzes the financial qualifications of prospective tenants; receives, investigates and contributes to the resolution of tenant or public complaints.
- Serves as a principal liaison with tenants, terminal users and customers to ensure quality customer relations and service.
- Identifies and recommends corrective actions when project progress is delayed or budgets exceeded.
- Monitors and approves payments to project contractors and consultants.
- Researches special projects and develops reports.
- Prepares and makes presentations before public stakeholders, interested groups, various commissions and the Port's Board.
- Other duties as required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In addition, the individual must be punctual, have a good attendance record, and have reliable means of transportation to work.

- Theory, principles, practices and techniques of project management, contract management, and negotiations applicable to the assigned areas of responsibility.
- Federal, state and local laws, regulations and court decisions applicable to areas of functional responsibility.

- Principles and practices of general, fund, and governmental accounting including financial statement preparation and methods of financial control and reporting.
- Industry trends and practices as they apply to developing and carrying out project and program management. Marine shipping terms, practices, documents, cargo-handling and recordkeeping preferred.
- Read, interpret and explain contracts, leases, agreements, laws, codes, tariff rules and regulations, policies, procedures and other documents.
- Safe work practices and safety equipment related to the work.
- Research methods and analysis techniques.
- Best practices for project, operations, and program management.
- Principles and practices of sound business communication.
- Principles and practices of effective management and supervision.

Education and Experience

Graduation from an accredited four-year college or university with a major in construction management, transportation, environmental field, business, public administration or a related field; and five years of professional experience managing increasingly complex, large-scale capital design and construction projects.

Licenses; Certificates; Special Requirements:

A current, valid California Class C driver's license at time of appointment and maintained at all times thereafter in order to operate a vehicle on Port business.

Must have the ability to meet security requirements for Alternate FSO credentials and obtain a Transportation Worker Identification Credential (TWIC).

Disaster Service Workers:

All Port of Redwood City employees are designated Disaster Service Workers (DSW) through state law (California Government Code Section 3100-3109). Employment with the Port requires affirmation of a loyalty oath to this effect. Employees are required to complete all DSW-related training as assigned, and to report for duty, remain on duty and/or return to work as ordered in the event of an emergency.

Reasoning Ability

- Plan, organize, assign, coordinate, review and evaluate the work of professional, technical, consultant and administrative support staff.
- Prepare, administer and monitor multiple and detailed project budgets and anticipate future budgetary needs.
- Develop persuasive oral presentations of ideas and recommendations.
- Interpret and apply complex rules, regulations, laws and ordinances.
- Provide leadership and project management control on all aspects of assigned projects.
- Analyze technical design engineering, construction engineering and surveying problems.
- Evaluate alternative project approaches and adopt effective solutions.
- Prepare accurate and detailed written material, including staff and administrative reports.
- Analyze policies, proposed code amendments and changes to established programs and policies.
- Exercise sound, independent judgment and initiative within established guidelines.
- Interact effectively to problem-solve and partner with internal and outside agencies and contractors.
- Establish and maintain effective working relationships with managers, employees, contractors, consultants and other encountered in the course of work.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly talk or hear up to 8 hours a day;
- Regularly sit, type, and use the mouse up to 8 hours a day;
- Regularly sit and stand from chair up to 20 times a day;

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Occasionally stand, walk, use hands to finger, handle or feel, and reach with hands and arms;
- Occasionally climb stairs and/or take elevator;
- Occasionally drive in dry and wet weather, usually during day light hours, but occasionally in the evening hours;
- Occasionally lift and/or move up to 25 pounds; and
- Occasional Air Travel may be required.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is low to moderate;
- Work environment entails sharing workspace with others and interaction with other staff ; and
- Work environment entails a fast paced, frequently changing environment in which interruptions are considered normal.

This job description is intended to convey information essential to understanding the scope of the **Manager - Programs & Operations** position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

Please send cover letter and resume to info@redwoodcityport.com