

I. POSITION: Operations Manager – Gate/Rail Operations

II. REPORTS TO: Director of Operations

III. SUPERVISES: Superintendents

IV. JOB SUMMARY:

Provide direction and guidance to enable team to perform necessary functions to run day to day gate and rail operations on the terminal in the most effective and efficient manner. Responsible for the operations of FSD Gates (container & breakbulk), yard and rail operations. Obtain the operating economies for these areas, including the most effective and efficient use of labour, equipment and materials. Oversee the coordination and scheduling of all gate, yard and rail operations, working closely with Vessel Operations and Planning. Establish performance goals and targets for all gate, yard and rail operations.

V. RESPONSIBILITIES:

- Lead, manage, motivate and support team.
- Clearly communicate expectations, responsibilities, company goals and safety practices to reporting staff and ensure duties are thoroughly understood and executed.
- Responsible for the operations of FSD Gates (container & breakbulk) and rail operations. Obtain the operating economies for these areas, including the most effective and efficient use of labour, equipment and materials
- Responsible for the review and sign off of labour ordering
- Maintain operating plans for the department and communicate to rest of organization what the plans are and ongoing improvements
- Oversee the coordination and scheduling of all yard, container vessel berthing and rail operations, working closely with Vessel Operations and Planning.
- Ensure there are post-operative discussions with the other Operational Teams to ensure continual improvement.
- Monitor and meet or exceed the efficiency improvement goals set for the department
- Set up such controls, as deemed necessary for the efficient exercise of functions and responsibilities

- Prepare annual departmental budgets, and continually review actual costs compared to those budgeted
- Develop departmental KPIs/KPOs and measurements
- Conduct regular performance reviews, which will include the setting, measurement and achievement of goals
- Establish performance goals and targets for all container, breakbulk gate and rail operations
- Ensure cross functional training succession planning is in place
- Monitor the ongoing development and training of staff
- Maintain good relations with carriers, their agents and representatives. Continuously address or supervise the resolution of any customer issues related to the operations department.
- Furnish operational advice to all necessary departments with interdependency
- Understanding of local shipping activities (terminals, shipping companies, stevedore companies, and BCMEA).
- Act as a Company representative on Trade/Industry groups
- Perform other duties as required

SAFETY:

- Ensure that operations are adhering to safety policies and established safety goals are accomplished or exceeded
- Continually improve, evaluate, implement and maintain health and safety policies and procedures to protect employees with company, and federal regulations
- Supporting and communicating key safety initiatives promoting a safety culture across the organization
- Focus on being impactful, leading by example and boots on the ground
- Leading incident investigations
- Assess and correct hazards which may develop in the field
- Complete Safety Observations as required

APPENDIX:

2018 Objectives:

- Reduce overall operational expenses (Opex) costs by 8%
- Complete the Operations realignment program on a timely basis
- Create and deliver an action plan to land SM Lines/ZIM
- Identify and increase productivity levels within key processes by 5% from 2017 levels
- Support Safety Objectives
- Support financial month end closing in 5 days

Additional Requirements

- Must obtain and maintain Transportation Security Clearance (“TSC”) under Transport Canada’s Marine Transportation Security Clearance Program.

We welcome applications from those eligible to work in Canada and request that a covering letter and resume be sent to careers@fsd.bc.ca with the position name in the subject title. We kindly request no phone calls as all considered applicants will be contacted directly.