



Job Title:	Operations Superintendent - Containers
Department:	Operations
Business Unit:	Fraser Surrey Docks
Position Reports to:	Container Execution Lead
Date Issued:	January 25, 2019

Position Description:

The Operations Superintendent at Fraser Surrey Docks (FSD) acts as the management Person in Charge (PIC) of all the day to day activities at the terminal including: safety, terminal operations, planning, environmental compliance and 3rd party service providers. The Operations Superintendents work closely with their respective Managers, all operations staff, HSE staff, Maintenance staff, Customer Service Representatives, 3rd party stakeholders, ILWU Foreman and ILWU Longshore personnel to provide safe, efficient and environmentally responsible terminal services to customers.

Key Responsibilities:

- Actively participate in all Safety, Quality and Environmental (SQE) programs including: daily planning meetings, weekly production meetings, weekly/monthly safety meetings, monthly management meetings, incident investigation and follow up, safety and operational audits by field presence, compliance with terminal safety, quality and environmental policies, toolbox meetings, accident/incident investigations including corrective actions.
- Monitor and manage individual ownership ensuring Foremen, Longshore and FSD employees are meeting expectations and are held accountable through the implementation and enforcement of policies that meet or exceed corporate, local and federal regulations and policies.
- Plan and manage all day to day terminal operations including: manning requirements, Foreman's instructions/Daily tool box forms, Job Hazard Analysis (JHA), equipment checklists and production reports.
- Perform all work within established SQE standards to maintain the integrity of cargo movements and the safety of workers and equipment. Willingly and open-mindedly adapt to changes needed to achieve optimum safe and efficient results at FSD.
- Ensure that all operational, maintenance and project needs have been identified and communicated to the operations team, operating Foremen and impacted Longshore.
- Lead daily planning meetings to ensure all departments know the terminal operating plan and that all shift labour requirements have been determined and ordered by established cut-off times.
- Be present during dispatch of employees at shift change to ensure appropriate crews are in place and assigned to work in an efficient manner.
- Participate in developing, implementing and directing realistic, firm yet fair objectives for foremen and provide ongoing support to help them achieve these desired results.
- Participate in the development process of annual operating and capital budgets and effectively manage and assign operations consistent with achieving these budget goals.
- Effectively engage with customer representatives, regulatory agencies, FSD staff, Union personnel and other terminal stakeholders as required.
- Develop and maintain good working relationships with local 502 Business Agents and 514 Shop Stewards.
- As a Superintendent you will be expected to engage directly with the Business Agents should that requirement arise on your shift,
- Participate in the FSD continuous improvement process to further develop terminal business objectives.
- Ensure all Federal, Provincial and corporate regulations and policies are adhered to taking immediate corrective action where non-compliance is found.
- Stop any activity that could lead to an SQE incident.

Safety Responsibilities:

- Ensure that all personnel are following all safety policies and procedures.
- 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.

Education Requirements:

Minimum requirements and any additional preferred education or training:

- The incumbent will hold a degree in business or related discipline or equivalent marine academy/transportation/engineering diploma or a combination of equivalent experience and education. TQ certification, particularly Mechanical or Electrical will also be considered an asset. Relevant experience in operations management will be considered an asset.

Position Requirements:

Minimum experience, skills, knowledge, certifications, licenses, competencies, working conditions:

- Working knowledge of bulk/break bulk/rail/container terminal operations and related procedures, standards safety and environmental regulations.
- Proven supervisory experience of effectively managing people and assets in a manner that ensures overall success and promotes a team attitude and environment.
- Experience related to coaching, goal setting and performance management.
- Organized labour/relations experience (ILWU preferred).
- Experience with incident investigations including root cause analysis and corrective actions, written procedures (SWP), Job Hazard Analysis (JHA), operations and maintenance safe work procedures, fiscal responsibility and budget exposure.
- Effective communication skills, good business acumen, demonstrated leadership capability, strong organizational and problem solving experience and knowledge of cost analysis and control methodology.
- Must be able to complete and pass company background check, drug screen and other tests as may be required.
- Five years of progressive management/supervisory responsibilities.
- A satisfactory driving record as determined by FSD and a current valid driver's license as required.
- Proficient with computer applications including Microsoft Excel, Word and Outlook.
- Well balanced interpersonal skills and demonstrated verbal and written communication skills.
- Organizational skills and ability to prioritize tasks are essential.
- Must be a problem solver with the ability to find resolutions and make decisions. **"Identify the problem and be part of the solution."**
- Must be self-motivated and capable of working with minimal supervision.
- Must be flexible and able to work effectively in a team environment and consistently maintain a professional and respectful demeanor/attitude with co-workers, clients, vendors and regulatory agencies.
- Must be able to work shifts and alternate shift schedules to provide 24/7 terminal management.

Preferred experience, skills and knowledge:

Above the minimum requirements; not required but advantageous in this position:

- Field experience in marine bulk/break bulk/rail/container loading operations.

Supervisory Responsibility"

- The Operations Superintendent is an extension of FSD management and as such acts as the Person in Charge (PIC).
- The Superintendent is also responsible for the day to day activities of the terminal including: safety, quality, environmental stewardship, operations, maintenance and planning.
- The incumbent will demonstrate a "Terminal and People First" attitude and respond in a courteous and professional manner to customer demands, stakeholder requirements and business inquiries.
- Support an environment of empowerment and accountability by acting as a mentor and coach to junior operations staff members and colleagues alike.
- Directly and indirectly manages, directs and supervises FSD employees, Operations and Maintenance foreman, Longshore labour, contract terminal service providers and other terminal resources (including performance management and discipline).

Benchmarks/Comparable Jobs:

- Production or Maintenance Superintendent in manufacturing or heavy industry
- Process control Superintendent
- Construction Superintendent
- Train Master
- Area Supervisor

Fraser Surrey Docks is an equal opportunity employer. Qualified applicants are considered for positions without regard to race, colour, religion, sex, national origin, age, citizenship status, marital status, medical condition, physical or mental disability or any other legally protected status.