

Job title	Terminal Manager
Reports to	Director of Operations
Direct Reports	Operations and Safety Manager

Job Summary

The Terminal Manager position is critical to FSD’s pursuit of safety, morale, and contribution margin. The Manager will provide leadership and oversight to the three business sectors at Fraser Surrey Docks – bulk, break-bulk, and containers to ensure to safety objectives and contributions are met, and to create an environment enabling continuous improvement and employee engagement.

The Terminal Manager oversees and holds accountable the Operations Managers of each respective business sector and the Safety Manager to meet the objectives of safety, operational performance, and employee engagement.

The Terminal Manager will report to the Director of Operations and form part of the FSD Senior Leadership Team.

Job Profile and Scope

The Terminal Manager is responsible and accountable for the performance of Safety and the three business sectors and for being the communication leader to ensure clear and constant two-way communication between the supervisors and their team or partners. The Terminal Manager will collaborate with Operational Managers, Human Resources, Marketing, Finance, IT, Maintenance, and Executive team to create an environment that fosters a culture of safety, a highly engaged team, achievement of business results as budgeted and continuous improvement at FSD.

The Terminal Manager is accountable for the pursuit of zero safety incidents and the contribution margin of each business sector. Additionally he/she oversees that the operations at the terminal are within budget parameters.

The Terminal Manager will create an effective accountability model to ensure direct reports have clarity of objectives and activities in pursuit of the desired results.

Key Accountabilities/End Results

As a FSD Leader

The Terminal Manager as a key member of the Operations Senior Leadership Team. The Manager will:

- Foster the culture of CARE attributes throughout the workforce and lead by example with the FSD leadership attributes
- Serve as a member of the FSD Senior Leadership Team in pursuit of enterprise results
- Engage in strategic planning with the operations group and support implementation with direct accountability for areas under his/her jurisdiction.
- Actively coach and develop leaders within FSD

As the Face of Safety

- Models and implements a safety culture
- Leads and monitors safety of all dock and ship-side activities
- Works with Operations Managers and Safety Manager to embed safety in performance management
- Continuously drives the accountability model and behaviors of “see, say, act”
- Monitors policies and procedures for adherence by all employees

As Operations Lead

The Terminal Manager:

- Oversees the performance of the Operations and Safety Managers and their direct reports to ensure that respective performance accountabilities and organizational targets are achieved
- Works with respective operations and safety leaders to identify key success drivers and develop corresponding action plans with clear accountability and follow-up
- Oversees cost management and leads programs for continuous improvement
- Implements strategic projects, including gate reservation and non-compliance fee initiatives
- Establishes performance KPIs for the team and ensures that regular performance meetings are occurring between managers and their direct reports

Key Relationships

- The Terminal Manager works with all Operational Managers, Human Resources, Marketing, Finance, IT, Maintenance, and Executive team on an ongoing basis to establish relationships of regular input on performance and operational requirements
 - The Terminal Manager supports the enterprise focus on the three key areas – safety, contribution margins and morale – in regular performance feedback with managers and in a leadership role in the organization
 - In establishing performance KPIs the Terminal Manager works with the direct reports to enhance alignment between the goals and the performance management reviews conducted between managers and their staff
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