



DIRECTOR OF OPERATIONS

FLSA Status: Exempt

Bargaining Unit: Unrepresented

Adopted: February 2016

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.

GENERAL DEFINITION

Under general direction, plans, organizes and directs the operations and maintenance of the San Mateo County Harbor District's (District) two marinas, develops and implements sound management approaches for the publicly owned land and facilities under lease and generates optimal utilization of marine recreational operations and activities at the marinas; plans and coordinates capital projects, maintenance work and environmental compliance reporting; directs the work of technical and support staff; manages construction projects.

ESSENTIAL FUNCTIONS

Essential functions may include, but are not limited to, the following:

- Plans, organizes, coordinates, administers and directs the work at the marinas and related facilities; develops and directs the implementation of goals, objectives, policies, procedures, work standards and new programs.
- Ensures compliance of marine activities with pertinent codes, regulations and guidelines; monitors developments related to waterfront properties, capital improvement projects and marina maintenance; evaluates their impact and implements policy and procedure improvements; recommends appropriate fees for berths.
- Reviews financial statements to evaluate the feasibility of new or improved business operations.
- Develops and provides effective customer service standards and ensures the timeliness of service delivery; responds to citizen complaints and inquiries.
- Reviews staff work, existing policies and operating procedures for overall effectiveness; recommends policies, procedures and programs to meet changing operational needs.
- Selects, trains, supervises and evaluates staff.
- Coordinates the preparation of the waterfront budget; reviews requests for services, prepares budget justifications and funding requests; completes fiscal negotiations with vendors, commercial enterprises and other resource agencies.
- Researches, applies for and manages grants for capital, maintenance, vessel removal projects
- Manages consultants and contractors, including contract compliance, requests for information and requests for payment.

- Plans, coordinates and manages major capital improvement project plan; prepares Request for Proposals (RFPs) and Invitations for Bids (IFBs) and reviews bids and proposals, project plans, specifications and schedules; identifies and resolves potential budget issues.
- Implements a long range preventative maintenance schedule; oversees the maintenance and improvement of facilities; serves as liaison to regulatory agencies.
- Oversees the District's safety programs and emergency preparedness and response; establishes and carries out safety, fire prevention and protection programs.
- Oversees Storm Water Pollution Prevention Plan including coordination of needs assessment with other District staff and the preparation of annual reports.
- Oversees environmental review and permitting for waterfront projects, including review of environmental documents, preparation of permit applications and submittal of public comments.
- Recommends and enforces appropriate rental rates; manages the assignment of mooring and berthing spaces; prepares and maintains records including preparation and execution of berthing leases and prepares reports on berthing usage; oversees collection of fees; manages contracts and leases.
- Represents the District in meetings with private businesses, brokers, vendors, public officials, other public agencies and civic groups in order to coordinate, develop and implement projects and programs.
- Utilizes computer applications to assist with analytical and operational studies and to develop reports.
- Builds and maintains positive working relationships with co-workers, other District employees, elected officials, contractors, and the public using principles of good customer service.
- Performs other duties as required or assigned.

QUALIFICATIONS

Knowledge (Required):

- Principles, practices and methods of administrative, organizational, economic and procedural analysis.
- Principles of supervision, training, performance evaluations and labor relations.
- State and federal rules and regulations including the Public Contract Code and the California Environmental Quality Act
- Administrative principles and practices including short and long term goal setting, program development and implementation.
- Theories, principles, techniques and equipment used in capital improvement, maintenance and operations; safety practices and procedures and equipment relating to the work.
- Business computer use applications related to operations and administration.
- Budget preparation and financial management, including construction cost estimation.
- Principles of property management and lease administration.
- Environmental reporting practices and requirements.
- Principles and practices of contract preparation, administration and capital project management.
- Customer service standards and protocols.

Knowledge (Desired)

- Principles and methods of marina and waterfront planning and design, maintenance and marina operations, boating and environmental conservation and ecology.

- State and federal rules and regulations covering harbors, marine sanctuaries and fishing including the California Harbors and Navigation Code, and California Coastal Act.
- Practices related to public safety at marinas, associated waterfront facilities or similar facilities.
- Theories, principles, techniques and equipment used in marine facilities.

Ability to:

- Analyze complex administrative and operational issues, evaluate alternatives, and develop recommendations.
- Select, supervise, train, evaluate, mentor and discipline staff.
- Effectively administer contractual agreements and ensure compliance with stipulations.
- Plan, direct and review the work of field and office support staff on a project and day-to-day basis.
- Coordinate and schedule complex maintenance and construction projects.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Evaluate workflow, and assess and prioritize multiple tasks, projects and demands; meet critical deadlines.
- Exercise sound independent judgment within established guidelines
- Effectively represent the District in meetings with government agencies, community groups, businesses, and the public.
- Operate a personal computer, utilizing standard and specialized software.
- Effectively communicate to diverse audiences, in verbal and written English; prepare and use appropriate, user-friendly visual and written materials; make public presentations.
- Review reports and correspondence quickly and accurately.
- Maintain confidentiality

MINIMUM QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Bachelor's degree with major course work in project management, engineering, construction management, park/recreation management, business or public administration or a closely related field. A master's degree is desirable.

Experience:

Five (5) years of professional-level experience including two years in the management of public enterprises, marina, large harbor, port or waterfront facility operations or similar facilities, including responsibility for day-to-day operations, planning, maintenance, budget and fiscal oversight; must include successful management of a large scale, customer service-oriented enterprise. Two of the five years must have included supervisory responsibilities.

LICENSES AND/OR CERTIFICATES

Possession of or ability to obtain and maintain a valid Class C California driver's license at time of employment.

PHYSICAL DEMANDS:

These functions may be performed with or without reasonable accommodation:

- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity and accuracy.
- Sit at a desk and in meetings on a continuous basis for long periods of time.
- Intermittently twist and bend to reach equipment in work area.
- Perform simple gripping, grasping and fine manipulation; in addition, perform repetitive keystrokes on both a computer keyboard and 10-key adding machine.
- Use a telephone and communicate through written and electronic means.
- Lift and carry weight of 20-pounds or less for varying periods of time.
- See in the normal vision range with or without correction.
- Hear in the normal range with or without correction.

WORKING ENVIRONMENT:

Work is performed indoors and outdoors. Work indoors is in a carpeted and air-conditioned office environment with natural or fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to external environment when going to outlying offices and meeting. The performance of outdoor work requires exposure to a variety of weather conditions (heat, cold, rain, intense sun); exposure to potentially hazardous substances and chemicals and work on slippery or uneven surfaces. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.