



## **OPERATIONS SUPERVISOR**

Department: Maritime  
Unit: 4300  
Level: 7 Exempt – OT Eligible

Supervisor's Title: Terminal Manager  
and Marine Manager

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The Operations Supervisor is responsible for the day-to-day operations of the Conley Terminal cargo activities, including the supervision of ILA personnel. Effectively coordinates all interactions between vessel and yard operations.

### **ESSENTIAL TASKS OF THE JOB**

#### **Oversees the day-to-day operations of all Conley Terminal yard/vessel activities.**

1. Directs and supervises the duties and labor associated with all aspects of cargo handling activities.
2. Coordinates with vessel and terminal staff in the development of accurate and efficient plans to load/unload vessels and manage terminal activity.
3. Facilitates efficient vessel/yard operations through effective yard management.
4. Monitors yard operations and informs senior terminal management of status of yard activity and any problems that may arise.
5. Ensures compliance with Massport policies and procedures at all times.
6. Routinely examines facilities and equipment to ensure safe and efficient operations and takes corrective action if necessary.
7. Assists in achieving unit goals and objectives through effective and efficient workforce management.
8. Develops and maintains positive customer relations with Principals by assessing customer needs, contract terms and conditions, and implementing means to fulfill those needs.
9. Designs and executes strategies to reduce truck turn times/increase vessel productivity.
10. Ensures positive working relationships and provides superior responsive customer service to various outside parties, i.e. trucker community, Government Agencies.

#### **Supervises and directs the work of ILA workforce for all yard/vessel activities.**

1. Reviews workload, schedules, and personnel assignments, status of on-going work, projects, and available personnel for work assignments in order to plan yard activities.
2. Ensures workforce functions effectively and safely as a team through effective and regular communication.
3. Determines staffing needs and hires and/or releases personnel under supervision as appropriate to efficiently execute the vessel or terminal plan in the most costeffective

manner.

4. Provides comprehensive work direction to employees at the beginning of each assignment and during the execution of the work plan.
5. Assists in the training of personnel as needed.
6. Maintains positive working relations with workforce.
7. Ensures that there is qualified, trained workforce for each terminal activity.
8. Ensures strict adherence to applicable collective bargaining agreements and established labor practices.
9. Recommends improvements and enhancements to operational activities and systems.

**Ensures safety rules and regulations for all operational activities are followed.**

1. Ensures Massport, State and Federal regulations are adhered to and enforced.
2. Assists in the development of training programs for employees to improve safety and efficiency.
3. Complies with accident prevention, safety and workers' compensation procedures and provides on-going feedback to workforce.
4. Experience working with OSHA, USCG, US CBP, EPA and other marine terminal regulatory agencies.
5. Attends terminal Safety Meetings.

**Completes yard schedules, production, payroll-related, safety and other reports and submits them to appropriate Massport personnel as needed. Able to complete accurate and detailed reports as needed.**

SECONDARY JOB TASKS

Performs all other duties as assigned.

**JOB REQUIREMENTS AND QUALIFICATIONS**

Education Level

Bachelor's Degree in Marine Transportation or related field or equivalent maritime professional experience required.

Experience in Field/Related Field

Experience in container terminal operations or related field preferred. Labor relations experience with ILA or ILWU preferred. Terminal Operating System (TOS) experience preferred.

**UNIQUE EXPERTISE/CERTIFICATIONS/REGISTRATIONS**

1. Current and valid driver's license required.
2. Knowledge of terminal operations principles and stevedoring operations for container vessels.

3. Working knowledge of state and federal safety regulations, such as OSHA affecting container handling operations.
4. Ability to respond quickly in a fast-paced environment.
5. Working knowledge of the gear, equipment, and gang make-up required for terminal operations.
6. Ability to effectively communicate with union workforce.
7. Must be able to see and hear fast moving heavy equipment, as environment may be hazardous.
8. Ability to pass a Massport controlled substance test and background security checks.
9. Ability to secure T.W.I.C. (Transportation Worker Identification Credential) card.

### **WORKING CONDITIONS**

Environmental Parameters: Ability to work in an office environment and outside in all weather conditions (hot, cold, humid, dry, and wet); and in an environment with conditions which may include: fumes, odors, gases, chemicals, and dust as well as decibels in the range of 65-100.

#### Physical Demands

*Strength*: Ability to exert up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move an object.

*Type*: Ability to perform administrative duties. Work involves sitting and driving.

### **WORK SCHEDULE**

Ability to work 40-hour workweek any shift as assigned and must have the ability to be on-call 24 hours a day, seven days a week including holidays for emergency responses. Must be able to work evenings and weekends, and overtime as assigned.

**EQUIPMENT USED**: Computer, telephone, 2-way radio, intercom, and other MPA office equipment.