

JOB POSTING

Job Opening Date: May 8, 2018

Job Closing Date: When position is filled

Job Title: Assistant, Operations Manager, San Francisco

Department: Metro Cruise Services

Job Location: San Francisco, Calif.

Contact: Human Resources

The **Assistant Operations Manager** is responsible for ensuring operations involving union steady workers and casual laborers are conducted safely and efficiently with the customer in mind. The organization grows and profits when operations are successful and meet all requirements (time, cargo loading, and health/safety rules and regulations). The trainee is also responsible for continually learning the intricacies of the higher level responsibilities of the Operations Manager role.

Responsibilities:

- Learns and progressively performs the role and responsibilities of the Operations Manager
- Supervises union labor and casual laborers to meet deadlines
- Coordinates planning operations with Foremen, Clerks, Ship Agents and Terminal Management
- Orders labor and requests personnel changes
- Oversees vessel set-up planning and documentation
- Provides equipment check for pre/post operations
- Participates in Safety meetings
- Coordinates activities with Ship Agent, Metro Shore and Terminal Management
- Builds and fosters positive relationships with cruise lines, union officials and labor
- Responds immediately to address client needs
- Reviews and inputs timecards
- Handles parking validations for the Cruise Terminal

Education and/or Work Experience:

- Equivalent of a High School diploma and progressively responsible, related experience.
- Bachelor's Degree in a related field of study preferred.
- Experience with maritime cargo or cruise industry preferred.
- Union personal supervision experience preferred.
- Customer service experience

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