

## **Position Description**

**Position:**           **Operations Manager**

**FLSA:**               Exempt

**Department:**      Operations

**Location:**         Windsor Plaza /Detroit Plaza

**Core Duties:**

- Reporting to the Director of Operations
- Supervising the Operations supervisors
- Supervising the Toll and Traffic Employees in the Operations Department
- Supervising and coordinating activities of Maintenance Employees
- Managing the daily operations of the Detroit & Windsor Toll Plazas
- Acting as a liaison between the Company and CBP, CBSA and other agencies

## Position Description

**Duties:**

**General Supervision**

- Train and coach other Operations Supervisors as required
- Supervise Toll/Traffic and maintenance employees
- Assist in the selection of new employees
- Train and instruct new and existing staff to perform required job functions
- Coach, train and discipline employees
- Evaluate staff during probationary periods and review employee performance on a regular basis
- Assign work to Maintenance Department as required
- Performs Operations supervision duties as necessary

**Plant Maintenance**

- Develops and controls a preventative maintenance program to maintain company equipment and vehicles in proper working condition
- Plans a continual work schedule to maintain all company property in a safe and efficient condition
- Responsible for oversight of maintenance requests from federal inspection agencies
- Inspects jobs-in-process, and at completion, to ensure that standards of workmanship and safety are maintained
- Review maintenance contracts with outside vendors
- Ensures appropriate licensing and compliance with Federal/Local Laws and Regulations

**Emergency Response & Security**

- Supervise the response to operational issues and emergencies on the Plazas and in the Tunnel
- Review accident and injury reports and conduct preliminary investigations as required prior to submitting same to the Director of Operations
- Continual review and updating of policies and training

**Contract Administration**

- Administer the provisions of the US and CDN Collective Agreements
- Enforce the Company's Rules and Regulations for Operations Supervisors and Hourly Employees
- Address grievances and issues of employee discipline
- Serve as the Company's Step One representative in the grievance process
- Maintain appropriate records in accordance with Company procedures and the collective agreements

**Scheduling**

- Oversight of shift schedules and supervise work flow
- Oversight of overtime and overtime reports
- Oversight of time keeping information for the Payroll Department
- Oversight of No Fault Attendance Logs

**Financial Accountability**

- Oversight of Supervisors' working fund and accurate logs
- Assist with DWT internal audits

## Position Description

### Health & Safety

- Promote and maintain ongoing compliance with health and safety in accordance with company policy and existing and new safety legislation
- Take all reasonable precautions to protect employees from injury
- Inform employees of job hazards and train them to do their jobs safely
- Ensure that employees work safely and use equipment and protective devices properly where required
- Identify and anticipate concerns and hazards and assist in developing safety policies and procedures
- Participate in Company sponsored safety training

### Communications

- Maintain communication between toll/traffic, maintenance division and the Director of Operations
- Prepare daily, weekly, month-end operational reports for the director of Operations
- Recommend improvements to work methods and develop/implement new procedures and policies
- Communicate with CBP and CBSA to secure adequate primary inspection services
- Respond to inquiries/ requests for service from emergency services, other departments and senior management
- Respond to customer issues in a timely fashion in consultation with DWT Customer Service
- Attend management meetings as required

### Professional Development

Maintain professional and technical knowledge of various pc based systems including but not limited to toll operations, network, communications, security, environmental control (HVAC) and electrical systems

### Miscellaneous

- Purchase department supplies maintain inventory, and verify invoices from suppliers
- All other duties as assigned

### Qualifications:

- Four Year University Degree/Diploma in Engineering or a related field
- Minimum five years supervisory experience managing a multi-trade work force
- Proven leadership capability
- Ability to maintain composure under pressure
- Strong organization, communication and customer service skills
- Valid Michigan or Ontario Driver's License
- Ability to cross the US/Canada borders

### Revised:

- 1-17-2017