



IDENTIFICATION

Department	Position Title	
Infrastructure	Manager, Cargo Operations	
Position Number	Community	Division/Region
33-15294	Hay River	Marine Transportation Services

PURPOSE OF THE POSITION

The Manager, Cargo Operations is responsible for the safe and efficient management of all aspects of cargo operations, including operational planning, traffic coordination, recruitment services contract, cargo handling and execution of the cargo operations plan.

The position manages the bulk and dry cargo operations of marine transportation services by ensuring effective, cost-efficient handling of cargo to address customer demand.

This position works within a Legislative and Policy framework and carries out its responsibilities in accordance with Federal and Territorial acts, regulations, policies, and departmental procedures.

SCOPE

The Manager, Cargo Operations (Manager) is based in Hay River and reports to the Director, Marine Transportation Services. The incumbent must provide for safe and efficient cargo services that achieve a logically and cost effective marine delivery system while meeting customer demand.

The Manager is responsible to coordinate all cargo traffic, including the supply of petroleum products from domestic and international supply points. This is essential ensuring the timely annual marine resupply of fuels to the Northwest Territories (NWT) communities.

The Department of Infrastructure is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the operation and maintenance of public buildings and transportation infrastructure and systems, project management, facilities planning, design and technical support services, environmental

assessment and remediation, property management, procurement shared services, information technology, information management, disposal of surplus property and goods motor vehicle and mechanical/electrical regulatory services and fleet management.

The Department is also responsible for programming aimed at increasing the use of domestic energy resources and reducing energy costs in the NWT, delivering renewable energy solutions, providing energy supply services to non-market communities, and leading efforts in energy conservation and efficiency.

On behalf of the GNWT, the Department of Infrastructure also carries the responsibility for strategic planning for the GNWT's (Government of the Northwest Territories) long term investment in the development of public transportation and energy production and distribution systems for the Northwest Territories, as well as the continuity of marine transportation services for the provision of fuel and dry goods to northern destinations.

The Manager is responsible for the delivery of bulk petroleum products and dry cargo to six (6) water-accessible NWT communities served by the Petroleum Products Program and to diesel power plants at eight (8) NWT communities served by the Northwest Territories Power Corporation (NTPC), in addition to other communities located in the Western Arctic.

The Marine Transportation Services Division is responsible for a fleet of vessels and will use these assets to transport petroleum products and dry goods to NWT communities and industrial site locations on Great Slave Lake, the Mackenzie River and the Beaufort coast and other communities throughout the Western Arctic and Nunavut. In addition to the marine asset fleet, the Division is responsible for the operation of the GNWT Shipyard in Hay River, and cargo terminals located at Hay River, Norman Wells, Inuvik and Tuktoyaktuk.

Transportation and handling of certain goods is done within a highly regulated environment and the Manager must be cognizant of requirements, opportunities and limitations within that environment and operate accordingly. The incumbent must have a technical understanding of the space and weight capacities of vessels for each location and must manage the payload accordingly. This involves making the most efficient use of vessel capacity to deliver goods in a timely and secure manner.

Unlike other government divisions which are funded, this Division operates as a self-funding business which requires profits to sustain itself. The ability of the Manager to effectively manage cargo receipt and ensure its safety and that it securely reaches its destination has a direct impact on the ability of the Division to be self-sustaining.

The position is responsible for supporting the Director in maintaining a current and evolving marketing plan which markets the cargo related services of the marine transportation service, potentially in competition with other carriers for business along the Mackenzie River and in the waters of the Western Arctic regions. The Manager is responsible for assisting the Director with market development, identifying market opportunities and as such, the ongoing maintenance and satisfaction of current customers and the continual cultivation of new customers for both dry cargo and fuel cargo operations.

In this capacity, the Manager will assist in overseeing the marketing activities, advertising of services and promotion of MTS to large commercial customers and to the general public for both dry cargo and fuel cargo operations. This position will keep abreast of events and trends in economy and business, maintaining a network of customer contacts while establishing new contacts in order to prepare for challenges and opportunities that may arise and to foster revenue business opportunities.

The position has a significant amount of autonomy in making decisions about the business direction on a day to day basis. The Manager works within an environment of constantly shifting priorities and the incumbent must react and respond to many factors that impact the business operations including the safety of staff as well as the profitability of operations. The Manager works closely with other Marine Transportation Services managers and must constantly be anticipating potential outcomes and have alternate plans ready in order to maximize operational and financial efficiencies and to address customer needs.

RESPONSIBILITIES

- 1. Responsible for supply chain management and traffic coordination that ensures that all customer bulk fuel cargo and dry cargo arrive for receipt into the custody of the Division within a planned timeframe. This is essential to the Division's capacity to manage operating costs and capability in maintaining its published sailing schedule, which directly impacts the Division's financial performance and customer service.**
 - Maintains regular interface and communications with fuel suppliers to ensure the supply of fuel, and to ensure supplier's marine terminal fuel cargo loading operations are maintained in accordance with the bulk fuel cargo traffic plan and the Division's sailing schedule;
 - Essential to the safe movement of food stuffs and other goods to the communities, the incumbent works closely with southern based carriers to ensure the effective distribution of the Division's fleet of ISO (International Organization for Standardization) shipping containers; and that an available pool of the containers is maintained at the carrier's terminal location for consolidation and distribution of the Division's dry cargo customer base's cargo for sealift;
 - Arranges for all off lease containers to be picked up at remote community locations for their return back into the Division's container pool;
 - Arranges for the intermodal furtherance of customer cargo, as required;
 - Liaises with logistical service companies to coordinate the delivery of large modular deck cargo for move by barge in support of special projects;
 - Coordinates all aspects of the movement of cargo being exported to Alaska, including customs clearance, port services, operating permits, etc.
- 2. Manages the bulk fuel and dry cargo operations of marine transportation services by ensuring effective, cost-efficient and safe handling of cargo to address customer demand.**
 - Maximizes bulk fuel cargo handling efficiencies and fuel quality control;
 - Minimizes loss or contamination of bulk fuel cargoes;
 - Minimizes damage to dry cargo;

- Ensures potential claims are controlled, reported and cost minimized;
- Oversees the recruitment services contract which directs a team of professional cargo handling staff through the execution of all cargo handling activities, including the loading and unloading of all barges at terminal and all remote community locations;
- Coordinates maintenance for all cargo handling equipment and vehicles.

3. Manages the Customer Service Desk.

- Effectively communicates while maintaining a high level of customer service quality that ensures customer satisfaction, including the timely response capability to handle customer calls, emails, and faxes relative to all aspects of customer service;
- Provides accurate cargo freight rate information and correct booking of customer cargo;
- Advises customers of the correct time frames for the receipt of cargo to meet the Division's sailing schedule and for the delivery of their cargo at its destination;
- Conducts customer service surveys to identify areas where the Division needs to focus to ensure quality customer services are being provided by the Division, following up with the Division's management team to ensure continuous improvement in customer service will be achieved.

4. Performs marketing activities to promote marine transportation commercial services:

- Supports the development and effective delivery of marketing communication and promotion of GNWT marine transportation services for both dry cargo and fuel cargo operations;
- Assists in maintaining and maximizing customer satisfaction through the deployment of efficient and professional customer service offices and trained and responsive staff that meet customer needs in a timely manner;
- Attends numerous marine industry related trade shows, conferences and other events to promote the services provided by MTS Division;
- Assists in the preparation of marketing presentations and assists the Director in presenting such presentations to key customer stakeholders, to promote the commercial services of the Division.

5. Responsible for timely and accurate customer invoicing.

- Generates invoicing for all customer cargo tendered for shipment;
- Generates invoicing of all leased containers and associated charges, and maintains a file to track container rental due dates;
- Provides accurate tracking, recording and reconciliation of all bulk fuel cargo deliveries.

6. Plans and develops the cargo handling schedule.

- Works closely with the management team to ensure sailing schedule has adequate capacity to safely and efficiently deliver customer cargo, both bulk and dry;
- In conjunction with Operations, ensures the annual sailing schedule is prepared, approved, distributed and adhered to;

- Provides internal distribution of sailing schedule to all departments;
- Liaises with Manager, Marine Operations to ensure assets are in place for timely completion of the schedule;
- Conveys the plan to the cargo and fuel suppliers;
- Plans for the offloading of the cargo and fuel at its destinations.

7. Oversees all aspects of deck cargo operations.

- Oversees deck cargo loading and unloading, proper stowage of cargo, and effective blocking and securing.
- Oversees cargo assembly, stacking, and identification.
- Oversees the Contractor's supervision of all cargo handling staff.
- Ensures operations are carried out as directed to provide for long-term viability of the service.

8. Actively promotes good customer and public relations, focusing on providing quality service and developing future business opportunities in the Division's marine transportation and related services systems.

- Identifies opportunities to improve customer service;
- Listens to and responds to customer issues and comments to maintain positive relations;
- Identifies areas of potential business growth and expanded customer base;
- Works closely with Customer Service Desk to develop consistent and efficient procedures for information transfer to customers;
- Engages with customers alongside commercial team to ensure customer expectations of cargo delivery are executed by operations team;
- Provides advance cargo tracking processes at the Customer Service Desk level.

9. Oversees the recruitment services contract to support cargo operations.

- Ensures that all Contractor Personnel are competent and certified to operate on board the Vessels and/or work sites in a safe and efficient manner acceptable to the GNWT and in accordance with all applicable laws, agreements and service contract(s).
- Promotes and oversees safe operating practices and safe equipment condition at all times within the cargo operations.
- Maintains a clear understanding of Divisional procedures and policies, oil spill contingency and response plans;
- Continually promotes the accident prevention program and monitors adherence;
- Reviews and recommends improvements to senior management.
- Monitors Contractor's performance in all aspects of MTS cargo operations, providing feedback as appropriate.
- In liaison with the Coordinator, Quality, Health, Safety and Environment, follows up on all personal injury accident investigations, as well as fuel spill incidents and safety and environmental protection non-conformances to prevent reoccurrence and ensure continual improvement;
- Ensures safety and environmental standards are adhered to as well as advocating for the continued improvement of such standards.

10. Ensures effective management of Cargo Operation finances.

- Directly responsible for the development of the Division's cargo handling budget, subject to approval and responsibility for the execution of this budget while meeting cargo handling cost target objectives;
- Monitors actual versus planned expenditures to ensure budgetary controls and management are maintained;
- Semi-monthly reviews of cargo handling budget versus actual operating costs;
- Develops annual and three-year tonnage forecasts for budgeting purposes, maintains appropriate statistics and records and responds to any requests for information if appropriate.

11. Ensures efficient and effective management of Cargo Operations services.

- Maintains and strives for continuous improvement in operational efficiencies to aid in cost control;
- Aids in analyzing cargo handling performance and profitability.
- Participates with executive team in developing short term and long term business strategies;
- Supports the development and review of a strategic work plan.

12. Participates in and supports divisional objectives

- Participates on assigned projects as required;
- Participates as a member of Emergency Response after-hours support team;
- Participates as a member of the operations team and provides support as required;
- Ensures the development and adherence to necessary operating policies, systems, and practices in order for the Division to achieve its objectives;
- Maintains a level of visibility within MTS and ensures open and clear communication occurs between cargo operations, MTS Division and the Department of Infrastructure.

WORKING CONDITIONS

Physical Demands

Job holder will spend time outside of the office environment and will be involved in lifting and other physical tasks in the yard, storage areas, and aboard barges.

Environmental Conditions

The position will have frequent exposure to the elements and other environmental factors during seasonal operations at the Terminals.

Sensory Demands

Given the potential hazards within a marine operation, the position must be aware and use multiple senses when at the GNWT shipyard, and community cargo terminals in order to minimize environmental and safety concerns.

Mental Demands

This position requires the job holder to travel to Norman Wells, Inuvik and Tuktoyaktuk for terminal opening and closing dates. During the months of July to October, travel to and from, and operations at these terminal sites approximate 35 days annually.

Additionally, it is necessary for the incumbent to market marine transportation services through numerous trade shows, conferences and marine transportation venues that are typically held outside of the territories. Travel days outside of the home location approximate 25 days per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of marine supervisory and administrative practices.
- Extensive knowledge of marine transportation operations and handling of dry cargo, containers, heavy equipment operations and bulk fuel.
- Knowledge of domestic and international marine regulations and legislation as related to cargo operations.
- Knowledge of basic mechanical and electrical principles.
- Knowledge of heavy equipment operations.
- Knowledge of employee and labour relations requirements.
- Effective written and verbal communications.
- Ability to work within and lead a team.
- Ability to demonstrate leadership, initiative and good judgment.
- Strong organizational and time management skills.
- Ability to provide strong customer service support.

Typically, the above qualifications would be attained by:

Completion of a business diploma that includes, or is supplemented by courses or certificates in logistics management, transportation or distribution; and, five (5) years of experience in marine transportation, transportation terminal or physical distribution operations, one (1) year of heavy equipment and container operations and three (3) years of supervisory experience.

An equivalent combination of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- Training in supervisory practices;
- Training in dangerous goods and WHMIS
- Willingness and ability to travel are a requirement of the position

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Select language

Required

Preferred