



IDENTIFICATION

Department	Position Title	
Infrastructure	Manager, Marine Operations	
Position Number	Community	Division/Region
33-15295	Hay River	Marine Transportation Services

PURPOSE OF THE POSITION

The Manager, Marine Operations is responsible for the efficient management and profitability of the Marine Transportation fleet, ensuring that high standards of safety and environmental protection are met. The Manager, Marine Operations is the authorized representative of the vessels with respect to the *Canada Shipping Act* and performs all duties in accordance with this *Act*. 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 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.

On behalf of the Government of the Northwest Territories (GNWT), the Department of Infrastructure also carries the responsibility for strategic planning for the GNWT's 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.

Marine Transportation Services (MTS) division is responsible for the effective and profitable provision of essential marine transportation services and the immediate and long-term

viability of the business that is GNWT's Marine Transportation Services (MTS). The Division accomplishes this through the deployment of the GNWT owned fleet of vessels to transport goods on Great Slave Lake, the Mackenzie River and the waters of the Arctic coast, and the effective use of the GNWT Shipyard and Marine Terminals. Each vessel will normally have 12 contracted crew, 13 if there is a Pilot (navigator) on board.

The Division is also responsible for the purchase and delivery by GNWT MTS of bulk petroleum products 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 Manager, Marine Operations is based in Hay River and reports to the Director, Marine Transportation Services. The incumbent must optimize fleet deployment of chartered/owned vessels to address customer demand and maximize long-term profitability. This must be done while ensuring a safe, efficient and cost effective marine operation.

The Manager is responsible for the safe, timely and efficient operation of a full marine fleet of seven vessels, operated by up to 80 contracted seasonal marine crew members. The Manager will use these assets to transport petroleum products and dry goods to NWT communities on Great Slave Lake, the Mackenzie River and the Beaufort coast.

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 the fleet has a direct impact on the ability of the Division to be self-sustaining.

The position has a significant amount of autonomy in making decisions about the business direction on a day to day basis. The Manager must react and respond to many factors that impact the business operations and the assignment of the vessels.

Marine services in Canada operate within a highly regulated and unionized environment. The Manager must be cognizant of requirements, opportunities and limitations within that environment and operate accordingly. All vessels and their crews must be maintained in strict accordance with the standards and regulations set by the Transport Canada Marine Safety Branch. The service must also conform to all federal and territorial legislation including the *Fisheries Act*, the *Environmental Protection Act*, *Inland Waters Act*, *Marine Liability Act* and the *Canada Shipping Act*.

Under federal legislation, the Manager is designated as the owner's Authorized Representative and therefore has the authority to determine when vessels are launched, operated or removed from the water. The Manager must maintain a safe and efficient service in remote locations where technical support and assistance is limited. The Manager requires a high level of marine expertise to ensure that vessels are maintained in an operational condition. Maintaining a relationship with Transport Canada and understanding the Transport Canada requirements is critical to ongoing marine operations.

The position involves great attention to and development of contingencies to deal with factors outside of direct control: Mackenzie River water level fluctuations, unexpected damage or loss of a vessel, and river or sea ice conditions that in their extreme might seriously delay or interrupt marine delivery. The Manager must have a technical understanding for these matters and be skilled in operational risk management and contingency planning.

This position develops and maintains the long-range capital plan for new construction, refitting of vessels and facilities as well as an operational plan for the maintenance of vessels to ensure that vessels are maintained in a condition, which will ensure public safety.

The Manager is involved in the assessment of federal regulations and acts which impact on marine operations and represents the Department on federal review committees. The Manager must deal effectively with all levels of GNWT management and senior officers of agencies; corporations and organizations involved in marine operations and must be able to speak authoritatively in a forum dominated by shipmasters.

The Manager must provide the necessary leadership and direction to ensure that dry goods and fuel are delivered and projects are completed given the challenges. This must be done in an environment of government restructuring, fiscal restraint and rising public expectations. The Manager must demonstrate a high level of management competency to deal with changing priorities, unanticipated demands and high expectations. As well, the Manager must create a positive work environment where staff is motivated to provide high quality programs and services.

The Manager works closely with other Marine Transportation Services managers to maximize operational and financial efficiencies and to address customer need.

RESPONSIBILITIES

1. Manages the profitable operation of marine transportation services within the Mackenzie River service area, Great Slave Lake and the waters of the Arctic coast, by ensuring effective, cost-efficient use of the fleet of chartered/owned vessels to address customer demand.

- Keeps informed of all domestic and international legislation and regulations related to marine operations, and ensures compliance.
- Establishes the operating standards for all vessels and all marine related infrastructure in accordance with sound industry standard marine practices.
- Ensures all vessels are seaworthy and are properly equipped and supplied.
- Ensures all vessels have the necessary certificates, publications, oil spill contingency and response plans, regulatory information, documentation and manuals necessary for their safe and legal operation.
- Provides direct vessel support through supervision of deck engineering and stewards departments on board.
- Completes vessel visits to ensure vessels are maintained and operated to government and regulatory standards.

- Ensures operations are carried out as directed to provide for long-term viability of the service.
2. **Manages sound environmental protection and safety practices and policies at all times within the marine operations.**
 - Promotes and oversees safe operating practices and ensures due diligence by all staff.
 - Ensures corrective action is taken as a result of environmental audits.
 - Maintains a clear understanding of government procedures, policies, oil spill contingency and response plans.
 - Continually promotes and monitors adherence.
 - Reviews and recommends improvements.
 3. **Performs a liaison function with regulatory agencies to ensure that vessels are operated and maintained in strict accordance with all applicable regulations.**
 4. **Responsible for developing and maintaining the MTS sailing schedule and subsequently responsible for cost performance and meeting budget objectives. This is very important as the sailing schedule forms the basis of the Marine Operations budget, the largest budget in the MTS operating budget and also sets the program for all MTS cargo traffic coordination and planning, for both cargo and marine maintenance and their subsequent budgets and budget responsibility.**
 5. **Develops and maintains a long range capital plan for construction and refit of vessels; maintains an operational plan and ensures that financial, material and human resources are sufficient to provide a safe and efficient service at current and projected levels.**
 6. **Leads an organization of professional, technical and support staff and contractors capable of effective and efficient delivery of assigned programs. This requires planning and recommending an organizational structure, appropriate staff selection and assignment, performance review, training and development where applicable, in addition to clear management of staffing contracts for marine workers.**
 7. **Manages the safe and effective deployment of marine personnel to support the business objectives of the Division.**
 - Monitors Contractor's performance in all aspects of MTS cargo operations, providing feedback as appropriate.
 - Provides input into vessel crewing needs and fulfillment as required.
 - Follows up on all personal injury accident investigations, vessel casualties and non-conformances to prevent reoccurrence and ensure continual improvement.
 8. **Inspects all site operations and projects on a regular basis to verify quality work, contractor's methods and adequacy of contract administration procedures.**

- 9. Ensures professional training opportunities are available for the benefit of contracted Marine staff, vessel crews and other relevant contractors.**
- 10. Prepares and presents briefing material to the Minister on programs, services and major issues facing the Department and the Division with respect to marine issues.**
- 11. Reviews and provides comments and suggestions on existing proposed departmental and government policies, to ensure their consistency with marine regulations and policy.**
- 12. Maintains effective public relations with the marine construction and maintenance industry, municipal governments and the general public.**
- 13. Promotes good customer relations, focusing on providing quality service and developing future business opportunities in the government's marine transportation and related services systems.**
 - Identifies opportunities to improve customer service.
 - Listens and responds to customer issues and comments to maintain positive relations.
 - Identifies areas of potential business growth and expanded customer base.
- 14. Oversees the delivery of Transport Canada and Canadian Coast Guard marine programs and Community Marine programs by:**
 - Working with Transport Canada Ship Safety for northern involvement on changes to the *Canada Shipping Act*.
 - Represent the GNWT at the National and Regional Canadian Marine Advisory Council.
 - Represents the GNWT departments on requirements for compliance with *Canada Shipping Act* and regulations/guidelines for marine shipping activities in Arctic Waters.
 - Represents the GNWT on development and implementation of the Polar Regulations affecting marine shipping in Arctic Waters (Transport Canada Marine Safety).
- 15. Participates in the overall management of the department by assisting in the development of Department Business Plans, policies, programs and directives, and by regularly reporting on the progress and status of Operations and Maintenance (O&M) programs and on the financial status of all Marine Operations activities.**
- 16. Provides marine operational knowledge in the development, design and supervision of vessel modifications and repairs.**
- 17. Coordinates technical support for vessels through Manager, Shipyard Operations.**
 - Collaborates with the Manager, Shipyard for all dry-docking and related surveys and inspections.
- 18. Ensures effective management of Marine Operation finances**
 - Provides input for fixed and variable budgets.

- Monitors actual versus planned expenditures to ensure budgetary controls and management are maintained.

19. 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.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The Manager is responsible for inspecting all site operations and the marine fleet which transports petroleum products and dry goods to NWT communities on Great Slave Lake, the Mackenzie River and the Beaufort coast. Duty travel associated with this responsibility will typically occur during seasonal operations and will account for approximately 35 days annually.

The job holder is also responsible for developing future business opportunities and expanding the customer base, and will be required to travel outside the territories to attend trade shows, conferences and marine events to promote GNWT's marine transportation and related services systems.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive marine transportation knowledge and skills relative to operating in shallow river watershed and Arctic Ocean environments;
- Extensive knowledge of internationally recognized marine industry safety standards and operating practices;
- Knowledge of key pieces of NWT and Federal legislation that relate to departmental operations;
- Extensive knowledge of marine management and administrative practices;
- Extensive knowledge of marine transportation operations and handling of dry cargo and bulk petroleum products;
- Extensive knowledge of crew training and developing Standard Operating Procedures

for marine operations;

- Knowledge of charter party agreements and proven negotiating skills;
- Knowledge of domestic and international marine regulations and legislation;
- Broad knowledge of government contracting procedures;
- Effective operational risk management and contingency planning skills;
- Skilled in marine transportation management, planning, vessel design, repair and refit;
- Skills and ability to operate within a highly regulated and unionized environment;
- High level of marine expertise/skills to assess the operational condition of all vessels;
- Ability to exercise the authority to determine when vessels are launched, operated or removed from the water;
- Ability to lead and oversee contracted marine crew personnel operating in an arctic environment for extensive durations;
- Proven expertise in selecting, assigning and managing marine crew personnel operating in an arctic environment for extensive durations.
- Ability to seek needs of clients and stakeholders to establish effective working relationships that support mutual goals;
- Ability to analyze and evaluate complex issues and develop suitable approaches and options to effectively deliver department programs;
- Act confidently in challenging situations to accomplish tasks and select an effective approach to a task or problem;
- Effective written and verbal communications, including the ability to maintain professional communications in difficult circumstances;
- Knowledge of charter party agreements and proven negotiating skills;
- Ability to work within and lead a team;
- Ability to demonstrate leadership, initiative and professional judgment;
- Strong critical thinking and decision-making skills;
- Strong organizational and time management skills;
- Ability to forecast, develop and manage budgets and track expenditures;
- Ability to travel extensively.

Typically, the above qualifications would be attained by:

A relevant Diploma, a Certificate of Competency as a deck or Engine Room Officer, and ten (10) years of progressive, directly related experience in a marine operation environment.

- Minimum requirement: Master 500 gross ton domestic certificate or a 2nd class Marine Engineering certificate.
- Minimum experience of five (5) years managing a fleet and the crews of Marine Vessels of 300 gross tonnage or more; experience in managing ferry operations is ideal but not required;

An equivalent combination of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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