

Senior Manager-Maintenance Operations South

Location: Cape May, NJ

Salary: \$81,735 to \$96,159 Grade (H)
(Commensurate with skills and experience)

Opening Date: April 18, 2019

Closing Date: Until Filled

I. POSITION SUMMARY

This position performs as the leader of the maintenance operations and facility management for the Cape May, NJ and Lewes, DE Ferry Terminal facilities. Based on the Authority's overall strategy for operations, this position is responsible for determining the priorities for these facilities to ensure the continuous operation of Authority and tenant business and the preservation of all Authority assets. This position is also responsible for determining a clear action plan to deliver on those priorities. This position often manages several key supervisors and professional employees who themselves work to ensure that overall standards of quality and timeliness are maintained. This position has considerable discretion to develop and manage operational and capital budgets in order to deliver on the key operational priorities. This position performs leadership and management duties for the assigned employees and is responsible for project planning, project management, personnel assignments, budgetary control and monitoring. In the absence of the Director of Maintenance Operations, this position may be required to act on his/her behalf. Senior managers often work on key Authority-wide teams to help determine the future needs and direction of the maintenance function.

Multi-Site Responsibility

Senior managers have the responsibility to act as the principal Authority manager for the maintenance of multiple operational facilities. These positions have ongoing day-to-day oversight of all maintenance operations at the assigned facilities. This position requires sound management skills to lead staff and other teams will little or no direction for normal and emergency operations at the assigned facilities. These positions have the responsibility to ensure that all maintenance operations at the assigned facilities are delivered in accordance with all regulatory and statutory requirements. Considering the nature of the Authority's core operations, these regulatory and statutory requirements are typically quite onerous and stringent (e.g., Coast Guard or FAA). The senior manager must be able to competently represent the department's interests and leadership during critical situations and states of emergency.

Facility Management

Senior managers have the responsibility to act as the principal Authority manager at their assigned facilities to ensure sound facility management principles and practices are implemented consistent with industry standards and to ensure seamless continuity of Authority (and tenant) business. The senior manager administrates the department's Computerized Maintenance Management System (CMMS) within their assigned facilities and continuously strategizes to maintain the system to ensure: all data is accurate,

performance standards are met, preventive maintenance programs are completed, customer requests are addressed and key performance indicators (kpi) are tracked.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops and implements projects and programs to assist in accomplishment of established goals
- Manages maintenance personnel to successfully meet the Department's mission
- Participates in development, implementation and maintenance of policies, objectives, short- and long-range planning
- Prepares, analyzes and manages maintenance operating and capital budgets
- Provides in-depth review, analysis, and recommendations of critical and/or complex capital programs as assigned
- Provides management, organizational, and fiscal analysis and impact of projects as assigned
- Develops complex repair scopes of work and performance contracting programs to achieve consistency throughout the Authority
- Develops and executes comprehensive preventive maintenance plans; directs seasonal facilities' support activities, including off-season servicing of equipment, systems, and infrastructure
- Interfaces with regulatory and government agencies, vendors, contractors, and customers on matters related to maintenance
- Develops and implements systems to maintain records on equipment, inventories, and preventive maintenance activities; including CMMS platforms and other tracking systems
- Develops training programs for internal trade staff to ensure continuing education is provided to maintain the Authority's preventative maintenance program
- Manages the procurement process for performance, service and repair contracting
- Participates in environmental planning and compliance with policies and regulations
- Performs as a liaison amongst internal Authority Departments when managing owner/tenant issues
- Provides the highest level of customer service and professionalism to all internal and external customers
- Acts as the Director's representative during various business transactions with tenants and/or external customers when assigned
- Assists property management personnel with leased properties as directed
- Acts as the Department's lead in regulatory functions with external agencies
- Other duties as assigned

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of management principles and maintenance practices, procedures, and operations
- Knowledge of relevant local, state and federal regulations, and Authority protocols and procedures
- Knowledge of business and financial practices related to maintenance
- Knowledge of project management techniques and tools
- Effective leadership
- Effective negotiation skills
- Knowledge of public procurement practices
- Knowledge of electronic asset management databases and work order processing
- Knowledge of electronic timekeeping and accounting platforms
- Ability to develop and manage operating and capital budget and projects
- Ability to identify, develop, and implement strategic and tactical plans and solutions
- Establish and maintain effective working relationships with internal and external contacts such as outside vendors and contractors
- Ability to read, understand, follow and enforce safety procedures
- Strong oral and written communication skills
- Ability to provide superior customer service to all internal and external customers
- Ability to provide effective leadership during critical/emergency situations
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited college or university with major course work in engineering, facilities management or related field; or any equivalent combination of experience and training (including active trades licenses) which provide the required knowledge, skills and abilities specifically in the fields of facilities management and/or public sector maintenance
- At least seven (7) years of progressive managerial experience in transportation or maintenance, including direct supervision of maintenance workforces (in-house and contracted)
- Strong background in management of multiple, diverse maintenance functions
- Demonstrated experience in strategic planning and project management
- Demonstrated experience in finance/budgeting principles and practices; at least five (5) years of experience in budget development/execution and cost analysis preferred
- Registration as a Certified Facilities Manager preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

- Ability to acquire a valid Transportation Workers Identification Credential (TWIC) within six months

VI. ADDITIONAL REQUIREMENTS

- Subject to a background investigation and pre-employment physical
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the DRBA's facilities. Must be willing and available to respond to emergency situations and effectively lead the Department in completing duties to maintain or restore operational capability

VII. SPECIAL REQUIREMENTS

- Subject to drug test, background investigation, and pre-employment physical
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the Authority's facilities
- Must be willing and available to respond to emergency situations and effectively lead the Department in completing duties to maintain or restore operational capability as an essential employee
- Must be willing and available to supervise employees during weather emergencies, critical projects and other times as directed as an essential employee
- Other duties as assigned

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, please attach a resume to the completed application.