

Terminal Manager

Location: Cape May, NJ

Salary: \$71,074 to \$83,617 (Grade I)
(Commensurate with experience and skills)

Opening Date: April 30, 2019

Closing Date: Until Filled

I. POSITION SUMMARY

The Terminal Manager oversees the day-to-day operations of the shore side facilities at the Cape May Terminal of the Cape May – Lewes Ferry and is the primary contact for the site regarding day to day operations, food & retail, customer service, maintenance, and emergency preparedness at assigned facility. As a primary point of contact, this position has interaction with the traveling public, employees, vendors and regulatory agencies. This position promotes the development and growth of CMLF food & retail activities by contributing to the development and implementation of marketing plans. Oversees the development, planning, operation, and administration of Food & Retail activities and responsible for compliance with applicable local, state and federal regulations. This position is considered essential and is subject to call 24 hours a day as may be necessary to maintain continuous operation of the Authority facilities.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Overall in charge of shore side operations for the terminal
- Provides effective leadership for the day-to-day food and retail operations at the assigned facility
- Ensures all employees adhere to DRBA policies and standards
- Manages and develops the Food & Retail staff; responsible for completing and overseeing the weekly staffing schedule; responsible for weekly staff entry of Kronos time keeping system
- Competent in maximizing sales and profits; and minimizing Cost of Goods Sold and waste
- Negotiates event contracts with customers; assesses their requirements and ensures satisfaction
- Oversees and monitors the facilities inventory and ensures completion of monthly inventory with completion of input into our inventory control system
- Participates in the development, administration and monitoring of the facility's annual operating budget
- Investigates and resolves complaints concerning food quality and service, and other customer complaints
- Oversees site maintenance and maintenance of Food & Retail equipment and enters maintenance work orders into the CMMS work order system
- Develops and implements emergency contingency plans, including drills for assigned site in line with Authority procedures and guidelines
- Enforces sanitary practices for food handling, general cleanliness and maintenance of dining areas
- Monitors and enforces the cleanliness and safety of shore side site operations
- Assists in the management and supervision of special events
- Interacts with internal and external contacts to address relevant operational issues, including local and government officials
- Attends meetings, seminars, and social functions on behalf of the Authority; promotes public relations; serves as tourism representative on behalf of the DRBA

- Provides support at Authority sponsored events
- Develops and conducts relevant, site-specific training programs for staff
- Participates in the development of marketing and branding strategy
- Acts as primary point-of-contact for regulatory agencies, vendors, and customers to address operational and facilities issues
- Participates in the development of Requests for Proposals (RFPs), vendor selection processes, and participates in contract negotiations with vending partners, subcontractors and suppliers
- Responsible for general safety and environmental practices and policies; monitors the terminal facility environment; ensuring cleanliness and safety issues are addressed
- Monitors risk management and compliance with insurance underwriter's recommendations.
- Develops and implements site-specific contingency plans
- Serves on the CMLF Safety Committee and oversees implementation of Safety Committee recommendations
- Responsible for following established safety practices while performing duties to protect self, co-workers, and the public from injury and/or illness, while properly and safely using, and caring for, Authority equipment and facilities
- Performs additional tasks and other duties as assigned
- Provides superior customer service to everyone in a courteous and efficient manner

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Lead and motivate professional and administrative level staff
- Identify, develop, and implement strategic and tactical plans and solutions
- Strong knowledge of management principles and practices relating to food & beverage, retail and catering operations; safety, and maintenance
- Demonstrated ability to train and manage food & retail staff
- Basic knowledge of CMLF terminal
- Strong knowledge of all local, state and federal laws, regulations, and certification requirements applying to Food & Retail activities
- Excellent knowledge of and experience in customer service, guest relations and food and beverage service
- Strong knowledge and experience in budgeting and financial practices related to food & retail management.
- Knowledge of marketing relating to the expansion and growth of food & retail operations
- Possesses effective oral and written communication skills
- Demonstrates proficiency in Microsoft Excel, Word and Power Point programs
- Ability to provide excellent customer service skills to all internal and external customers

IV. REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree in hospitality or food-related discipline or appropriate equivalent experience
- Four (4) years of experience in a related field
- Three (3) years of experience in related supervisory role

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Obtain Food Protection Serv Safe certification within (6) months of employment
- Obtain Delaware Alcohol Server Certification within (6) months of employment
- Ability to obtain Transportation Worker Identification Card (TWIC) within (6) months of employment

VI. ADDITIONAL REQUIREMENTS

- Subject to a background investigation and pre-employment physical including drug test
- 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.
Must be available to work flexible hours and adapt to variable workloads and tempos

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.