



JOB DESCRIPTION



POSITION:	<i>Operations Supervisor</i>	STATUS:	Part-Time (FLEXIBLE 24/7)
FLSA:	Non-Exempt	LOCATION:	DWT-Detroit
REPORTS TO:	Ops Manager	DIVISION/DEPARTMENT:	Operations

POSITION SUMMARY:

Responsible for managing the daily shift operations of the Tunnel 24/7 and providing direct oversight, guidance, and supervision to the employees on shift (Tunnel Attendants) to ensure: health, safety, and security of employees, customers, visitors, and property; traffic flow on the Plaza and through the Tunnel; customers are serviced, assisted, and directed as necessary; facility is maintained and operational on a 24/7 basis; effective communications between the Company and Government Agencies; completion of all other duties as assigned.

CORE DUTIES/RESPONSIBILITIES:

General Supervision, Scheduling, and Contract Administration:

- Manage DWT Operations, as scheduled on a 24/7 basis
- Supervise the Tunnel Attendants
- Train and instruct new and existing staff to perform required job functions
- Coach and counsel employees, and issue corrective action as deemed necessary
- Evaluate staff during probationary period and review employee performance on a regular basis
- Develop shift schedules, supervise workflow, and assign duties and responsibilities as deemed necessary
- Communicate overtime opportunities, assign overtime, and post overtime reports
- Update time keeping information for the payroll system and approve timesheets for payroll processing
- Monitor staff attendance and update No Fault Attendance Logs
- Assist with DWT internal audits as required
- Administer the provisions of the US Collective Bargaining Agreement (CBA)
- Enforce the Company's Rules and Regulations for Hourly Employees
- Post bids for Job Vacancies and select based on contractual criteria
- Investigate incidents of non-compliance with policies, procedures, and protocols
- Address grievances and issues within the grievance process
- Maintain appropriate records in accordance with Company procedures and the CBA
- Collaborate with Ops Manager and HR Manager for internal investigations and grievance process

Communications:

- Serve as liaison during assigned shift between DWT Operations with CBP and CBSA
- Communicate with CBP and CBSA to secure adequate primary inspection services
- Maintain communication between Plaza Division shift operations and the Ops Manager
- Prepare and submit daily shift reports prior to leaving at the end of assigned shift
- Prepare weekly and month-end operational reports for the Ops Manager and VP Ops
- Recommend improvements to work methods and processes
- Develop and recommend new procedures and policies and implement as approved
- Respond to customer issues in a timely fashion in consultation with DWT Customer Service
- Respond to inquiries and requests for service from emergency services, CBP, and other departments
- Timely respond to Company emails, inquiries, and requests for information from other internal departments and senior management
- Attend management meetings as required



JOB DESCRIPTION



Emergency Response, Health, Safety & Security:

- Adhere to and support Company's Environmental, Social, and Governance (ESG) initiatives
- Supervise the response to operational issues and emergencies on the Plaza and in the Tunnel
- Facilitate handling Tunnel emergencies in cooperation and coordination with Emergency Responders
- Oversee accident/incident response on the Detroit Plaza property or in the Tunnel
- Notify Ops Manager and Sr. Risk Manager of accidents/incidents on the Detroit Plaza property or in the Tunnel
- Review accident and injury reports and conduct preliminary investigations as required prior to submitting same to the Ops Manager and Sr. Risk Manager
- Take all reasonable precautions to protect employees from injury
- Inform employees of job hazards and train staff to do their jobs safely
- Ensure that employees work safely and use equipment and protective devices properly where required
- Maintain safe working environment by promoting ongoing compliance with Company policies, procedures, rules, and health & safety regulations in accordance with existing and new safety legislation
- Identify and anticipate concerns and hazards and assist in developing safety policies and procedures
- Participate in Company sponsored safety training, and ensure staff are trained accordingly

Facilities Maintenance:

- Ensure the automatic toll equipment is fully functional, and toll lanes are open
- Oversee the cleanliness and upkeep of the Detroit Plaza and Plaza buildings
- Ensure minor repairs to buildings, facilities, equipment, and minor maintenance requests within CBP areas are assigned to capable staff and responded to timely
- Order supplies as needed

REQUIREMENTS/QUALIFICATIONS:

- Bachelor's degree in Business Administration, Bachelor of Science degree or similar (*preferred*)
- Minimum of two (2) years supervisory experience
- Experience in tolling, logistics, transportation industry, or other similar operations (particularly 24/7 operations)
- Equivalent combination of education and experience, as determined by Company
- Proven ability to direct the work of others and hold team members accountable
- Ability to work in cooperation and collaboration as part of a team
- Valid driver's license: *with CDL Class B license (preferred)*
- Enhanced driver's license or passport and ability to cross the US/Canada land border
- Experience working with the public, and ability to serve customers with dignity, respect, courtesy, and kindness
- Excellent customer service skills
- Strong verbal and written communication skills
- Ability to drive Company trucks
- Ability to use, and communicate via portable communications radio
- Strong computer skills with proficiency in MS Office Suite applications (Outlook, Word, PPT, Excel)
- Ability to navigate web-based timekeeping system and maintain accurate timekeeping records for staff
- Ability to work effectively under pressure or during emergency situations and maintain composure
- Ability to multi-task with attention to detail and accuracy
- Willingness and ability to maintain and enhance professional and technical knowledge