

Sandy Hook Pilots – Staten Island, NY - Middle Management Position Available

Job Description

Chief, Dispatch Operations (CDO) – Staten Island, NY

The Sandy Hook Pilots Association provides state licensed pilots to vessels transiting the Port of New York and New Jersey. This is a salaried, multi-faceted, middle management, supervisory position which is responsible for the scheduling and performance of 6 watch standing dispatchers and 5 employed drivers. Although the CDO normally works M - F, Dispatch Operations functions on a 24 X 7 schedule and coordinates all aspects of the pilot assignment process including pilot order vetting and administration, implementation of the pilot assignment rules and coordination of pilot transportation. The position involves substantial interaction with the Associations' member pilots, shipping agents, vessels, terminals, the Coast Guard and others within the port. This position reports directly to the Associations' Executive Director.

Major Duties and Responsibilities:

- Although not a regularly scheduled watch standing dispatcher, the CDO must be completely familiar with the duties of a dispatcher and maintain the qualification to serve as a proficient dispatcher if necessary.
- The SHP Dispatch Center is the Association's primary focal point for customer service and relations. Through sound leadership and team building skills the CDO must foster and maintain a positive and productive work environment within the SHP Dispatch Center.
- Through demonstrated competence gain the respect of Association member pilots and foster communications and professional relationships between dispatchers and pilots.
- Scheduling and performance management of watch standing dispatchers and drivers.
- Continually maintain basic familiarity with all ship routes and destinations within the Port of New York and New Jersey including main channels, anchorages, terminals and berths, understand the operational constraints applicable to each and ensure dispatchers and drivers remain apprised of their affect upon pilot assignments and ship transits. Applicable constraints include but are not limited to tides, currents, weather, ice, aids to navigation, dredging, traffic management measures, USCG COTP Orders and Letters of Deviation etc.
- The Sandy Hook Pilots work within a rotational system governed by complex in-house working rules. The CDO is responsible for monitoring dispatchers to ensure consistent application of these rules and to identify to senior management rules issues which must be addressed.
- Coordinate with the Sandy Hook Pilots IT support staff to ensure appropriate and innovative utilization of digital technology in support of Dispatch Operations' functions including ongoing development of Dispatch/Pilot Board software and improved information exchange with pilots, support staff and customers.
- Other duties as assigned.

Requirements:

- Must have proven personnel management skills; ability to provide direction and feedback to assess and improve employee performance.
- Excellent telephone, verbal and written communications skills.
- Self-motivated and results oriented; strong leadership, interpersonal and customer service skills.
- Must have experience and basic knowledge of vessel operations in, and geography of, the Port of New York/New Jersey.
- Working knowledge of navigation and seamanship is a must; possession of a deck officer Merchant Mariner credential or prior military officer of the deck experience is a plus.
- Familiarity, experience and comfort working with computer and digital communications applications. Proficiency in MS Word, Excel, Outlook and PowerPoint.
- Must possess or quickly obtain a Transportation Worker Identification Credential.
- Excellent time manager and ability to multi-task effectively.

To apply for this position please email your cover letter and current resume to resumecv2015@gmail.com by COB April 3.