

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

10/03/97

PILOT SERVICE MANAGER, 5153

Summary of Duties: The Pilot Services Manager plans, coordinates, and directs the activities of the Port Pilot Service at the Los Angeles Harbor Department, which involves providing Port Pilots to board and safely move and dock ships in the Port of Los Angeles; attracts and retains business; maintains effective service levels to customers; maintains revenues and controls costs; manages, through subordinate supervisors, the work of Port Pilots and support staff engaged in providing service twenty-four hours a day, seven days a week; applies sound management principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities and does related work.

Distinguishing Features: The Pilot Service Manager is responsible for the overall success of the Pilot Service, including providing effective customer service and ensuring profitability. The Pilot Service Manager is expected to be familiar with ship and harbor operations, but is not expected to personally move ships. The Chief Port Pilots reports to the Pilot Service Manager and provides direct supervision to Port Pilots and support staff, in addition to personally performing ship moves.

Example of Duties:

- Plans, organizes and directs the work of the Pilot Service;
- Meets with shipping companies and other users of the service and evaluates the quality of the service and level of customer satisfaction;
- Represents the Port in meetings with outside agencies, such as the U. S. Coast Guard, State of California, maritime industry representatives, and participates on Committees, such as the Harbor Safety Committee and the Pilotage Advisory Committee to ensure safe pilot operations;
- Develops and establishes pilot service policies to ensure that appropriate service levels and safety are maintained;
- Evaluates the need for additional or replacement facilities and equipment, such as buildings, boat docks, pilot boats, radar equipment, and radios used in conducting the work;
- Prepares and administers the annual operating budget;
- Approves expenditures and controls costs;
- Reviews and recommends adjustments to the tariff to be charged to users of the service to ensure revenues are adequate to cover anticipated expenditures;
- Develops strategies to maintain the level of operations or take advantage of increased business opportunities;
- Evaluates and makes recommendations for modifications to the Port's marine infrastructure, such as ship channels, terminal configurations, and ship berths and anchorages considering the operational and safety needs and requirements of the Pilot Service;
- Supervises the staff of the Pilot Service, including subordinate supervisors and Port Pilots

who are licensed by the U. S. Coast Guard to move ships in the San Pedro Bay, including the Port of Los Angeles and the Port of Long Beach;

- Recommends staffing levels and determines work schedules;
- Establishes and applies personnel policies;
- Oversees the selection, training, evaluation, and discipline of staff;
- Meets with employees and their labor representatives to reach labor agreements, advise them of policy changes, and resolve conflicts and employee grievances;
- Keeps abreast of changes in the industry that may affect piloting, including Coast Guard regulations, the use of computers and other technological advances;
- May occasionally be assigned to other duties for training purposes, in emergencies, or to meet the demands of changing technology.

Qualifications

Knowledge of:

A good knowledge of:

- The principles, practices and techniques of sound management and supervision, including planning and controlling the work of subordinates;
- Techniques for counseling, disciplining, and motivating subordinates;
- Federal and state laws and regulations governing the operation of vessels in the Port;
- Navigation as applied to the piloting of vessels in the San Pedro Bay.

A working knowledge of:

- General business practices and factors necessary to ensure a successful business operation;
- Various organizations that are involved in the movement of ships and cargo in the Port and how they interrelate and contribute to the overall operation of the Port.

Ability to:

- Successfully manage the operation of the Pilot Service through subordinate managers;
- Deal tactfully and effectively with a wide variety of individuals, including representatives of customers, regulatory agencies, and other maritime operators, City officials, employees and their labor representatives;
- Analyze problems and recommend solutions;
- Prepare clear, concise and comprehensive written and oral reports.

Requirements:

1. Two years of full-time paid experience as a Chief Port Pilot, or in a position at least at that level responsible for supervising employees engaged in the docking or mooring of large ocean-going ships; **or**
2. Two years of full-time paid management experience directing or assisting in directing the operations of a steamship company, marine terminal, tugboat company, vessel traffic

management system or similar maritime operations involving the movement of large ocean-going ships; **and** at least one year of experience as a licensed Master or Chief Mate of an inspected vessel, or licensed tugboat operator, or licensed port pilot, or equivalent experience in the U. S. military or Coast Guard; **or**

3. Two years of full-time paid experience at least at the level of Captain in the U. S. Coast Guard.

NOTES:

1. A valid U. S. Coast Guard license as a Master or Tugboat operator is desired but not required.
2. Graduation from a four-year college or university is desired.

Licenses and Certifications:

A valid California Drivers' license may be required prior to appointment.

Appointment to a position in this class is subject to a one-year probationary period as provided in Section 109 of the City Charter.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.