

## **LOADING DOCK MANAGER**

**SUMMARY:** The Loading Dock Manager will assist with the overall leadership, planning, administration, and management of the MCCA loading dock operations and logistics. She/ He will be focused on delivering the highest level of customer service while maximizing efficiencies to ensure safe and efficient operation of the loading docks and marshalling yards. The Loading Dock Manager will work in collaboration with various internal MCCA departments, and contract partners as directed. Ensures there is a coordinated effort in preparation for and execution of the move in/ out of each event, in compliance with MCCA facility policies.

**Essential Duties & Responsibilities:** The Building Service Manager may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable.*

### **Loading Dock Operations**

- Plans, coordinates and supervises shipping / receiving schedule.
- Assigns bays and when applicable marshalling yards to incoming and outgoing vehicles on the basis of delivery and departure times as specified.
- Works closely with the Warehouse Manager to ensure secure deliveries of all arrivals.
- Evaluates, implements, and maintains a safe and secure work environment for the loading docks at the BCEC & Hynes and MCCA Marshalling Yards.
- Maintains relationships with all contractors to ensure all personnel are aware of and adhering to facility policies and applicable laws.
- Reviews and approves all Marshalling plans, in collaboration with Transportation and Public Safety Departments, ensuring all plans comply with Authority policies and appropriate personnel are scheduled.
- Works in collaboration with the Event Services Manager, Transportation Department and Public Safety Department to review all "Special Requests" relating to equipment storage or other adjustments to the Marshalling plan.
- Responsible for the oversight and management of loading dock logistics, ensuring the efficient operation for all areas of responsibility, including product, people and machinery.
- Collaborates with MCCA Transportation Department to ensure Loading Dock operations do not interfere with normal city traffic, in and around MCCA facilities.
- Produces anticipated schedule of loading dock activities each week and coordinates with appropriate departments and contractors regarding space availability and scheduling of personnel.
- Collaborates with appropriate E&M personnel to establish a regular maintenance schedule for all loading docks and associated equipment, to maintain a safe, secure and clean environment.
- Evaluates new technologies and "best practices" to facilitate the movement of goods/ freight and makes recommendations regarding equipment lifecycle, management, and replacement.

### **Management**

- Provides leadership, direction, and order to the loading dock activities at the BCEC and Hynes.
- Responsible for maintaining assigned budgets and actively identifying new revenue sources and operational efficiencies.

- Attends monthly contractor meetings; responsible for reviewing previous and upcoming events, soliciting feedback, and discussing facility operations and policies.
- Responsible for the accurate tracking of all materials received at the loading docks, ensuring they are properly delivered to appropriate parties and received in the FMS system as required.

### **Supervision**

- Oversees the work of all contracted Loading Dock personnel, to ensure efficient and safe movement of materials from dock.

### **Customer Service**

- Perform all duties in a professional productive manner with the aim of delivering a superior level of customer service to ensure a successful event and experience for the client.
- Responsible for successfully leading team through the objective detailed in Signature Boston.

**SUPERVISION RECEIVED:** Supervision is provided by the Building Service Managers and includes assignment of duties, inspection of work, training, coaching, and performance evaluation.

**EDUCATION/ EXPERIENCE:** Bachelor's Degree in a related field with 5-7 year's relevant work experience in shipping/ receiving/ logistics/ operations strongly preferred. Must possess an ability to work independently and thrive in a constantly changing environment. Must possess strong leadership skills with an ability to work in a customer-focused environment. A team-player who is energetic and forward thinking with strong analytical skills, good judgment, and a strong operational focus. A well-organized individual who can relate to people at all levels of the an organization, possesses excellent communication skills, strong negotiation and decision making skills, good judgment, an ability to multi-task, and is committed to the MCCA's mission of delivering superior customer service are essential.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK SCHEDULE:** The work schedule for this position fluctuates based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays. Travel to different MCCA facilities may be required and reassignment, as needed, to different MCCA facilities may be required.

**DRESS CODE:** In order to project dignity and decorum expected by the public, appropriate dress and good grooming are expected of all employees.

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