

POSITION DESCRIPTION

PRIVATE + CONFIDENTIAL

MANAGING DIRECTOR, COMMERCIAL OPERATIONS



Port of
LONG BEACH
The Green Port

McDERMOTT
+ BULL

Chris Bull
Managing Partner

Jake Vander Zanden
Principal Consultant

Quyen Doan
Recruiting Associate

POLB – MANAGING DIRECTOR, COMMERCIAL OPERATIONS

ORGANIZATION OVERVIEW

POSITION TITLE: Managing Director, Commercial Operations

REPORTING TO: Deputy Executive Director, Administration and Operations

LOCATION: Long Beach, CA

WEBSITE: www.polb.com

ABOUT THE COMPANY

The Port of Long Beach is one of the world's busiest seaports and is a leading gateway for international trade. Founded in 1911 it has grown to more than 3200 acres and moves more than \$180 billion in trade each year. The Port of Long Beach is the second busiest container port in North America. If combined with its next-door neighbor, the Port of Los Angeles, the San Pedro Bay port complex would rank among the top nine busiest container ports in the world. East Asian trade accounts for more than 90% of Long Beach shipments, the top trading port in China, Japan, South Korea, Hong Kong and Taiwan.



The Port of Long Beach, which is City of Long Beach's Harbor Department, is governed by the Long Beach Board of Harbor Commissioners. The Port's Chief Executive is appointed by the Port of Harbor Commissioners and is responsible for overall port activities. The Chief Executive is supported by a Capital Programs Executive and four Managing Directors, one each for these bureaus: Commercial Operations, Engineering, Environmental Affairs & Planning, and Finance & Administration.

The Port has approximately 525 employees and generates annual operating revenues of \$400 million. The Port of Long Beach is a landlord port that leases and acquires property for Port development. The Board of Harbor Commissioners leases port shipping terminals and other facilities to private entities; port revenues are reinvested in new facilities and port-related improvements and capital expenditures are expected to total approximately \$2.5 billion over a period of 10 years, in addition to \$1.5 billion invested in the last 24 months.



In addition to its role as a critical hub for international commerce and a major transportation center, the Port of Long Beach plays a key role in promoting global trade. Port related international trade has wide-ranging economic impact, supporting thousands of jobs that benefit the region and the entire country.



In 2005, the Board of Harbor Commissioners adopted a Green Port Policy that has positioned the port as a leader in the area of environmental stewardship. To further their commitment to the environment, in June 2006 the ports of Long Beach and Los Angeles jointly introduced the San Pedro Bay Ports Clean Air Action Plan (CAAP), the sweeping plan aimed at significantly reducing the

health risks posed by air pollution from port-related ships, trains, trucks, terminal equipment and harbor craft. In November 2017 the CAAP was updated and approved by a joint session of the Boards of Harbor Commissioners of Long Beach and Los Angeles.

THE COMMUNITY OF LONG BEACH

Located on the Pacific Ocean between Los Angeles and Orange County, the city of Long Beach, California is often described as a series of strong, diverse interwoven small communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary, the annual Toyota Grand Prix of Long Beach, the Long Beach Sea Festival, and a wide variety of other attractions serve to draw over 4 million visitors each year.

The city is also home to California State University at Long Beach, which is ranked the No. 3 best value public college in the nation, and Long Beach City College, one of the largest community colleges in California. While offering all the amenities of a large metropolis, the city has maintained a strong sense of community and cohesiveness. As the seventh largest city in California, Long Beach has been referred to as the “most diverse city” in the nation by USA Today. A superb climate, quality schools, a vibrant downtown, and a variety of neighborhoods help make Long Beach one of the most livable communities in the country.



POSITION AND SCOPE OF THE OPPORTUNITY

The Managing Director, Commercial Operations is responsible for developing and implementing strategic initiatives to maintain the Port’s leadership role in an increasingly competitive market.

KEY DUTIES AND RESPONSIBILITIES

- Provides leadership and oversees all activities for the three divisions that comprise the Commercial Operations Bureau for the Port of Long Beach: Business Development, Security and Tenant Services and Operations. Provides direct and indirect supervision of division directors, establishing goals and objectives, measuring performance, and ensuring an effective, customer-oriented service level is attained.
- Provides strategic direction for the Commercial Operations Bureau in order to align its services and mission with the overall mission of the organization.
- Consults with division directors to determine their short and long-term needs, and designs processes that will be responsive to those needs. Provides direction, information, and support to directors that affect their respective organizations.
- Encourages progressive development of the Commercial Operations Bureau and provides support for each division in reaching their yearly performance goals.
- Oversees and directs the development and administration of the Commercial Operations annual budget.

- Works closely with all commercial and operational elements of the supply chain including ocean carriers, beneficial cargo owners (both imports and exports), terminal operators, railroads and truckers to provide outstanding customer service and ensure that the Port of Long Beach is the Port of choice for discretionary goods movement.
- Participates in trade missions to Asia and other parts of the world to strengthen relationships with existing customers and to develop new business opportunities.
- Promotes a positive image for the Port through communication with the trade and neighborhood communities as well as effectively marketing the Port locally, nationally and globally in an effort to attract and retain business.
- Engages in significant public speaking promoting the value of the Port of Long Beach regionally, nationally, and internationally.
- Establishes and maintains effective working relationships with Commissioners, and other elected and appointed governmental officials, industry and business executives, City departments, professional and community groups, employees and the public.
- Oversees the preparation of the Port's Security, Business Development, and Tenant Services and Operations plans.
- Assesses business processes and reaches out to key constituents to ensure customer needs are met.
- Analyzes current and future international trade trends and designs commercial programs to capture additional market share.
- Evaluates threats to operations and generates problem resolution strategies.
- Responds to and handles inquiries of the Port management team.
- Provides prompt responses to inquiries from customers on a wide range of subjects.
- Corresponds with internal and external Port customers via email, phone and in person.
- Oversees the Commercial Operations annual personnel and non-personnel budgets.
- Makes prudent decisions regarding budgets in order to control costs.
- Interacts with the Board of Harbor Commissioners.
- Interacts and advises executive management and division directors.
- Interacts with customers and industry stakeholders.
- Performs other duties as required.

MISSION CRITICAL OBJECTIVES (WITHIN FIRST 12-MONTHS)

- Establish Internal/External Relationships
- Take ownership of commercial strategic plan.
- Collaborate with industry stakeholders to deliver operational excellence and world-class customer service.
- Work with Security Director to identify, pursue and secure additional grant funding for security projects.

SKILLS AND EXPERIENCE REQUIRED

- Approximately ten to fifteen years of management experience with a focus on international trade in a complex, fast-paced environment with a diverse workforce is required.
- At least four years of senior management experience with a focus on terminal operations or maritime related business is strongly preferred.
- Strong leadership background, with experience as a number one or number two management professional in a complex, similarly situated organization with comparable challenges and structure is expected.
- Strong negotiation skills, political savvy, excellent client/customer relations skills and exceptional public speaking and presentation skills are required.
- Proven ability to implement new programs or practices designed to enhance service and value is required.
- Work experience in the goods movement industry highly preferred; preference given to experience in other port environments.

- A history of managing and successfully working with people from diverse backgrounds and areas of technical expertise is required.
- Must have impeccable integrity with a high commitment to the code of business ethics.
- A history of creating effective working relationships across functional lines is expected.
- Must have a history of effective partnerships and problem-solving.
- Must have demonstrated success in leading change.
- Experience working overseas is desirable.
- Requires a broad understanding of policy and procedures development.
- Requires strong maritime operations and trade relations knowledge.
- Knowledge of all elements of the supply chain including ocean carriers, beneficial cargo owners (both imports and exports), terminal operators, railroads and truckers.
- Knowledge of the Port's Business Development, Security and Tenants Services & Operations plans.
- Requires strong communications and media relations knowledge.
- Must have knowledge of and a strong commitment to environmental issues and the Port's Green Policy.
- Requires extensive knowledge of negotiation, mediation and conflict resolution principles and practices.
- Must have a broad working knowledge of management principles.
- Requires knowledge of principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
- Knowledge and understanding of the unique challenges of each of the three divisions that comprise the Commercial Operations Bureau for the Port of Long Beach: Business Development, Security and Tenant Services and Operations.
- Ability to empower the division leaders in a way that encourages progressive development of the divisions and provide support for each division in reaching their yearly performance goals.
- Must be an exceptional leader with an excellent track record that points to success in motivating and inspiring people.
- Strong negotiation skills, political savvy, excellent client/customer relations skills and exceptional public speaking presentation skills are required.
- Must have exceptional management skills working in a diverse and progressive environment.
- Must have experience interviewing, training and mentoring staff to meet ongoing challenges and to strengthen the Bureau.
- Must have significant understanding of the goods movement industry in general and the international surface transportation industry in particular.
- Must be capable of effectively managing numerous diverse projects and priorities simultaneously.
- Must be a creative, strategic thinker dedicated to quality service.
- Must have high level of proficiency in the use of MS Office, including Word and Excel, Outlook, PowerPoint, and other related applications.
- Must have strong technical knowledge, business writing and presentation skills.
- Must have high-level organizational and planning skills so that workflow is managed efficiently and accurately; set priorities, take initiative and exercise sound independent judgment.
- Must have a valid California driver's license to perform work-related duties, including driving to meetings and work-related events.
- Second language speaking ability desirable.

INTERPERSONAL SKILLS AND PERSONAL ATTRIBUTES

- Must have demonstrated leadership skills that include maturity, vision, and an ability to articulate the organization's vision and mission to others.
- Must have a collaborative work style that fosters teamwork and high motivation and commitment.
- Must be a direct communicator with superior interpersonal skills.
- Requires ability to establish, build and maintain effective working relationships with all levels of employees, including top, middle and supervisory levels of management.
- Requires exceptional relationship building skills.
- Must be an exceptional public speaker with excellent business writing skills to be able to represent the Port in public/private forums.
- Requires excellent communication skills, both verbal and written.
- Requires advanced English language skills.
- Strives to live with the highest level of integrity, character and humility.
- Thrives in a fast-paced environment of innovation, collaboration and teamwork.

EDUCATION

- Bachelor's Degree in International Trade, Public or Business Administration, Maritime Transportation or a closely related field is required.
- Master's Degree in International Trade, Public or Business Administration, Maritime Transportation or a closely related field is preferred.

FURTHER INFORMATION – REFERRALS OR TO APPLY

The final filing date for this recruitment is **July 10, 2019 at 4:30 p.m.** The Port reserves the right to extend without notice the closing date.

Compensation commensurate with qualifications, professional experience and position description. An attractive package of executive level benefits is also included, with the opportunity of working in one of the most diverse and dynamic areas of the United States.

To be considered for this opportunity, please submit a **cover letter** and a **resume** to: doan@mbexec.com at **McDermott + Bull Executive Search**

Submissions will be evaluated to determine the most qualified applicants. Following the final filing deadline, all candidates will be evaluated to determine the most qualified applicants. Those individuals deemed to be best suited for the position will be presented to the Port for further consideration. The Port of Long Beach is an Equal Opportunity Employer.

ABOUT EXECUTIVE SEARCH FIRM

McDermott + Bull (www.mbexec.com) is a retained executive search firm headquartered in Irvine, California. The firm serves publicly and privately held clients in a variety of industries and functions in all segments of human capital to align talent strategies with business strategies. The principals of McDermott + Bull have developed expertise in a wide array of fields, making the company one of the largest executive search firms in California.

EXECUTIVE BIO

Chris Bull serves as Managing Partner for McDermott + Bull, based in Irvine, California. In addition to leading a team of executive search consultants, Chris has successfully built his own executive search practice catering to a variety of successful clients, such as Altamont Capital, American Apparel, Audax Group, Irvine Company, San Manuel Casino, Smile Brands Group Inc., Trojan Battery, United Pacific and Vizio, just to name a few. Previously, Chris was an Executive Vice Chief Executive Officer in the Orange County office of DHR International, the nation's 6th largest executive search firm.



Earlier in his career, Chris spent six years operating the company he founded, American Liberty Capital Corporation to become one of the largest privately held consumer finance companies based in Southern California at that time. He received a Bachelor's Degree in Economics and Finance from the University of Texas at Austin in 1985.

Jake Vander Zanden serves as a Principal Consultant and leader in McDermott + Bull's Life Sciences Practice. Jake spent over 25 years as a turnaround and growth leader with a proven track record of completing business transformations for companies like Allergan, Medtronic, Lumenis, and Hoya Surgical Optics, among others. He has deep expertise in strategic planning and execution on a global level. He has lived and worked throughout Asia, Africa and Europe, and managed businesses in all the major regions of the world. Jake earned his Bachelor of Arts degree in Marketing and Management from St. Thomas University in St. Paul, Minnesota.



Quyen Doan is a Recruiting Associate for McDermott + Bull Executive Search based in Irvine, California. She works alongside the Principal Consultants on executive-level searches. Most recently, she was a Marketing Associate at BDO USA and collaborated with the Business Development Team within the Bay Area Market. Prior to BDO, Quyen held Senior Operational roles at Tatum, a well-established executive consulting services firm.