



# New Orleans Terminal, LLC

50 Napoleon Ave - New Orleans, LA 70115 - [www.notml.com](http://www.notml.com)

<b>Position:</b>	<b>Assistant Gate Supervisor</b>
<b>Organization:</b>	<b>New Orleans Terminal LLC</b>
<b>Department/Location:</b>	<b>New Orleans, LA/N.O.T./ USMSY</b>
<b>Reporting Relationship:</b>	<b>Gate Mgr. / Operations Manager</b>

## Overview:

**Overall Responsibility:** To assist in supervision of the day-to-day Container Gatehouse operations as it relates to the OTR truck processing both in and out of the terminal. This includes prompt handling of customer service requests while adhering to all corporate procedures and established guidelines.

### GATE SUPERVISOR RESPONSIBILITIES

- 1) Ensure that departmental areas of responsibility are conducted in a safe and productive manner, well within the N.O.T. corporate guidelines and standards.
- 2) Ensure departmental CS issues and request are promptly and accurately addressed
- 3) Ensure all gated units transiting in or out of the terminal, have all the applicable information accurately captured into the TOS database
- 4) Maintain standards for trucker turn-times
- 5) Supervise CS-TOS/Web TOS, GOS and CS helpdesk as related to gatehouse activities
- 6) Responsible for budgetary cost control processes, as related to Gatehouse activities
- 7) Responsible for all equipment, daily labor hire, payrolls and supervision as related to Gatehouse activities.
- 8) Work closely with other departments to ensure terminal activities/standards are consistently met
- 9) Ensure the accuracy and timeliness of all departmental billing
- 10) Maintain a premium relationship with customer base as well as the local trucking community
- 11) Maintain labor relationships as related to gatehouse activities

### SPECIFIC DAILY RESPONSIBILITIES

- 1) Ensure safety talks are held daily within areas of responsibilities and recorded per policy.
- 2) Assist all customers within the shipping and trucking community as necessary in a professional and timely manner
- 3) Properly maintain a daily reporting of all hazard units within the facility according to applicable regulations
- 4) Submit all PO's and related billable work orders for invoicing as related to departmental responsibilities in a timely fashion
- 5) Review and process invoices received for complete accuracy within the area of responsibility
- 6) Prepare property damage, personal injury and/or hazardous material incident reports as necessary to corporate standards/policy for the area of responsibility
- 7) Working closely with Yard supervisor, provide prompt and accurate response to all CS request as they relate to yard activities (rolls/advances/POD changes/etc.).
- 8) Ensure gate/office is open and readily available for an on time start of gate activities (30 mins prior to official opening of Gate).



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## **SPECIFIC DAILY RESPONSIBILITIES (continued from Page 1)**

- 9) **Coordinate with USCBP on gate operations as necessary**
- 10) **Hire and supervise labor to budgetary control and to benchmark standards for the area of responsibility**
- 11) **Represent N.O.T. as necessary in labor relations**
- 12) **Provide as required by management certain performance and budgetary reports**
- 13) **Maintain departmental database daily and/or spreadsheets as established by upper management**
- 14) **Submit payrolls daily for area of responsibility as established by upper management**
- 15) **Provide on sight terminal intelligence as related to security, safety or production issues not reflecting or adhering to OSHA and/or N.O.T. corporate standards.**
- 16) **Gather and provide intelligence gleaned from vendors, customers, truckers, Port Authority, etc.**
- 17) **Work closely with all department managers/supervisors to achieve N.O.T. benchmark standards**
- 18) **In absence of Gate or Yard supervisor, fulfill tasks as necessary to satisfy customer requirements, etc.**
- 19) **Perform other specific duties as requested by management**

## **KEY PERFORMANCE STANDARDS**

- 1) **Respond to all CS e-mail request within 1 hour of request**
- 2) **Ensure the accuracy of all data inputs provided to TOS**
- 3) **Maintain up to date and accurate inventories of customers equipment on terminal**
- 4) **Accurate and timely submission of daily payrolls**
- 5) **Accurate and timely submission of all Departmental invoicing (all end of month invoicing submitted into corporate by noon on the first working day of each month)**
- 6) **Timeliness of Gate opening / closing to budgetary measure**
- 7) **Timely and accurate submission of data uploads into terminal data base**
- 8) **Maintain labor and equipment budgetary controls and benchmark standards**
- 9) **Maintain trucker turn-times to industry standards**
- 10) **Monitor that all gate systems are operating to peak performance to minimize/avoid any gate downtime**

## **POSITION REQUIREMENTS**

- 1) **Work experience 3 to 5 years in maritime industry.**
- 2) **Marine terminal, equipment control, and gatehouse experience is preferred.**
- 3) **Physical ability required to climb on equipment.**
- 4) **Good communication and math skills.**
- 5) **Good problem-solving skills and ability to multi-task.**
- 6) **Basic understanding of marine, rail, and terminal operations.**
- 7) **Working knowledge of Hazardous Materials regulations.**
- 8) **Working knowledge of TOS, GOS preferred, with high MS office and general office equipment skill sets.**



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## **WORKING CONDITIONS**

- 1) **Heavy use of computer systems: TOS-Web TOS/Network, GOS and PC (MS-office) applications.**
- 2) **Heavy use of phone, copiers, and computer printers.**
- 3) **Extended working hours as needed to complete task.**
- 4) **Physical work with exposure to environmental elements and periods of heighten stress levels.**

**Send All Inquiries to: [not@notml.com](mailto:not@notml.com)**