



G&H TOWING

Job Description

POSITION IDENTIFICATION

Title	Watch Stander	Reports to	Watch Supervisor
Job Family	Operations	Job Location	Deer Park, TX

JOB SUMMARY

The Watch Stander is a primary communicator between vessels, pilots, towing companies, agents, customers, and shoreside personnel. Receives orders from the harbor master, agents, and other representatives requiring harbor tug services in the Ports of Houston, Galveston/Texas City, Freeport and Corpus Christi. Shift during the first two months will be Monday – Friday 0700 to 1600 and then transition to a night shift working 12 hour shifts from 1530 to 0330 two days on two days off and every other weekend work Friday, Saturday and Sunday and the following weekend will be off Friday, Saturday and Sunday.

KEY INTERACTIONS (INTERNAL AND EXTERNAL)

Operations Center Manager, Watch Supervisor, Corpus Christi Operations Coordinator, Port Captains, Port Engineers, shoreside staff, and tug crews. External interactions include Towing Companies, Port of Corpus Christi (POCC) Harbor Master, Pilots, Pilot Dispatchers, vessel agents, terminal operators, and regulatory agencies.

JOB RESPONSIBILITIES

- Assigns tugs to vessel movements
- Maintains direct contact with the POCC Harbor Master Dispatchers, Galveston/Texas City Pilot Dispatchers, Freeport Pilot Dispatchers, Houston Pilot Dispatchers and Harbor Pilots to provide the appropriate tug service for all upcoming jobs
- Ascertain and maintains awareness of the immediate status of all ongoing, near, and future jobs
- Identifies any potential tug shortages as rapidly as possible and coordinate with the Watch Supervisor, Harbor Pilot Dispatchers and Towing Companies
- Maintains an updated tug sheet of the location of all working, idle and out of service tugs
- Keeps an updated time sheet of all service-degraded tugs, including times to return to full-service
- Receives emergency calls and records significant information
- Provides solutions to problems and special requests
- Monitors all channel closures to ensure tugs are available to transit to and from unaffected docks and terminals
- Coordinates tug availability with all departments and duty personnel when direct access to the tug by departmental personnel is necessary
- Coordinates tug availability for fuel & lube servicing, tug maintenance & repairs, and crew changes

EDUCATION AND EXPERIENCE

- High School Diploma or GED equivalent
- Minimum 1 year work experience in the maritime industry or 5 years boating experience
- Proficiency speaking with nautical words, expressions, and phrases
- USN/USCG experience a plus
- Must be able to obtain a Transportation Worker Identification Credential (TWIC)

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Advanced skills (obtained through either a minimum of three years industry experience and/or certifications) required for problem-solving, resource optimization, and resource allocation
- Well established computer operation abilities including web applications. Microsoft Office applications and ability to learn proprietary systems quickly
- Ability to work at a computer desk for prolonged periods without loss of attention
- Ability to operate a variety of standard office equipment, such as a calculator, telephone, photocopier, fax, etc.
- Ability to establish and maintain effective relationships with personnel and stakeholders
- Possess a valid state driver's license for occasional travel requirements
- Ability to deal with others using courtesy, tact, and good judgment
- Ability to maintain the confidentiality of all sensitive communications
- Ability to understand and execute complex oral and written instructions
- Ability to work independently with minimal or no guidance
- Ability to work some overtime when business needs arise

BEHAVIOURAL COMPETENCIES

Time Management

Candidate must be able to prioritize and complete tasks timely and should have the ability to work in a stressful and high-paced environment

Teamwork

Must be able to collaborate with others to problem solve and establish effective solutions to issues

Listening

Candidate must be able to understand and act upon verbal direction

Resourcefulness

Candidate must be unafraid to seek guidance and support from other employees to safely and effectively complete job duties