

## JOB POSTING

Job Opening Date: November 6, 2018	Job Closing Date: When position is filled
Job Title: President, Metro Cruise Services	Department: Metro Cruise Services LLC
Job Location: Long Beach, Calif.	Contact: Jack Mylot, Flagship Management Phone #: (954) 635-5565

### Responsibilities:

- Establishes and carries out the vision, mission, goals and direction of the Metro Cruise Services organization.
- Provides leadership to nationwide operations teams in areas of planning, execution, and post-operational performance evaluation, so as to ensure the viability of the business, while optimizing the benefit to all applicable stakeholders.
- Working directly for the Chief Operating Officer, properly assesses staff and asset/equipment needs, ensures the proper licensing of all terminal locations, and ensures the achievement of financial objectives and operational key performance indicators (KPIs).
- In an effort to expand business opportunities to existing profitable markets/customers, along with the addition of new customers and services, engages in business development and sales efforts in coordination with the Nautilus Chief Commercial Officer, including responses to Request for Proposals (RFPs), along with the presentation and preparation of business proposals. Engages in strategic planning and long term initiatives for the development of the cruise, event and terminal security brands, to achieve its objectives within the framework of long term goals for the company.
- Meets/speaks with clients, reviews plans, and responds to developing issues in operations that may require corrective action or present opportunities for growth.
- Maintains strong relations with key stakeholders, including customers, suppliers, industry associations and applicable trade organizations.
- Increases the company's stature within the cruise industry.
- Maintains an awareness of business trends within the cruise industry, while also staying current with competitive activity.
- Reviews sales and business performance KPIs/metrics on a weekly, monthly quarterly and year-to-date basis, installing tactical changes, when necessary to bring financial levels into planned ranges.
- Implement the annual budget for all Metro Cruise Services business entities, while also overseeing the development of quarterly forecasts.
- Maintains a long term perspective for future technologies that could represent opportunities or threats to the business.
- Ensures that the highest standards of safety, security and environmental compliance are maintained throughout cruise and event operations through continuous interaction with environmental, health and safety compliance personnel.
- Engages in accident prevention and training initiatives, incident reviews and compliance audit reviews.
- Engages in marketing and branding efforts in coordination with the Nautilus Chief Commercial Officer, including website design and development, finalizing of brand imagery, messaging and social media interface.
- Monitors the weekly status of Accounts Receivable (AR) and interfaces with clients on outstanding billing issues.

### Supervisory Responsibilities:

In accordance with applicable policies/procedures and Federal/State laws, perform the following supervisory responsibilities:

- Interviews, hires, and orients direct reporting staff members.
- Ensures the development of all Metro Cruise Services employees through proper coaching, mentoring and training, thereby ensuring their future, successful growth within the organization.
- Monitors the performance of all direct reports, through the performance of applicable feedback and documented employee evaluations.
- Responsible for conducting and implementing management change when and where needed.
- Properly delegates activities whenever possible.
- Promotes goodwill and teamwork within the organization.
- Sets the example to be emulated that the customer and the quality of services that are offered are the most important priority and that each individual within the organization is there to support that priority.

**President, Metro Cruise Services** *(Continued)*

**Education and/or Work Experience:**

- Equivalent of a Bachelor's degree in Business, Maritime or related subject matter and 10+ years of progressively responsible, related experience, including a background in a cruise industry senior management role.
- Master's degree desirable.
- Thorough understanding and proven success in the cruise industry.
- Proven ability in the use of Customer relationship Management (CRM) systems and aspects of Microsoft Office
- Clear understanding of seaport business structures, private-public partnerships, management of port assets and associated financial models.
- Proven knowledge of marine terminal and ship operations, equipment & staffing requirements, financial framework, longshore union practices, regulations and relations.
- Proven knowledge of Maritime safety and security regulatory landscape, compliance laws and code requirements.

***To apply for this position, please contact:  
Jack Mylot, Flagship Management  
(954) 635-5565***