

VCC Clerk Trainer

Position Overview

The VCC Clerk Trainer is a temporary role responsible for developing, guiding, and improving the performance of Vesel Control Center (VCC) clerks through direct, hands-on training in live operations environments. This position emphasizes real-time coaching, operational awareness, and proactive problem solving to enhance vessel productivity, yard efficiency, and communication between Clerks and Dockmen.

This role is highly interactive and terminal convenience oriented. The VCC Clerk Trainer is expected to work alongside VCC clerks throughout the shift, providing continuous guidance and instruction rather than performing routine clerical duties independently.

Key Responsibilities

- Provide real-time, hands-on training, to VCC clerks during live operations.
- Maintain continuous interaction with multiple clerks throughout the shift, offering guidance, feedback, and support.
- Demonstrate and Coach clerks on:
 - Reviewing and understanding upcoming vessel work and sequencing.
 - Managing the flow of cargo on and off vessels and to and from the yard.
 - Identifying opportunities to improve sequencing, including when adjustments are appropriate or unnecessary.
- Train clerks on effective communication with Dockman, including how to present operational suggestions.
- Guide clerks in identifying and managing:
 - Yard rehandles and inefficiencies.
 - Proper RTG positioning to support loadback operations prior to truck arrival.
 - Situations requiring additional yard support, including when and how to escalate.
- Instruct on monitoring and managing:
 - Import and restow allocations.
 - Preventing fail to deck (FTD) containers.
 - Ensuring space utilization aligns with operational plans.
- Assist clerks in identifying and resolving:
 - Yard conflicts across multiple gangs and/or vessels.
- Train and reinforce awareness of:
 - Idle trucks, ensuring delays are identified and addressed quickly.

- Cannot Finds (CNF's), including how to investigate, communicate, and resolve.
 - Cycle opportunities, identifying when additional cycles may be organized.
- Serve as a subject matter expert and mentor, promoting consistency and continuous improvement across VCC operations.

Work Approach & Expectations

- This is a non-stationary role.
- The Trainer is expected to move between workstations and personnel, actively engaging with clerks rather than remaining logged on to a single computer.
- Emphasis is placed on teaching through real world examples in real time.

Qualifications & Requirements

- Plan Clerk, Prestow Clerk, and Zone Chief trained.
- Must have recent experience in a VCC or Plan Clerk role against a vessel within the previous 30 days.
- Strong understanding of:
 - Vessel planning and sequencing.
 - Yard operations and RTG coordination.
 - Load and discharge process.
- Demonstrated ability to:
 - Communicate effectively with clerks, Dockman, and management.
 - Identify operational inefficiencies and provide practical solutions.
 - Lead and mentor others.

Selection & Scheduling

- Two individuals will be selected for this position.
- Selection will be made in accordance with Section 14 of the Savannah Clerks and Checkers Seniority Plan, with management and ILA approval.
 - One Trainer will work with continuity Monday to Friday 0700-1800 (50 Hours).
 - One Trainer will work with continuity Monday to Friday 1900-0600 (50 Hours).