



JOB DESCRIPTION

I. Position Information

Job Title: Assistant General Manager
Crewing & Shipping Division

Division: Crewing & Shipping

Duty Station: Apia, Samoa

Reports to: General Manager Samoa
Shipping Services Ltd (SSS')

Current Grade: ML-2 Gr 8

Position No. SSS – 2

Salary Rate: \$94,624.24

II. Context

Samoa Shipping Services (“SSS”) was incorporated in June 1978 and fully owned by the Government of Samoa.

SSS provides the best services through the provision of Samoan crew to employ on international ships, handle sea and air freights and deliver agency services for international ships visiting Apia. At broader level, SSS contributes to employment opportunities, mainly for Samoa’s unemployed youths, and access to competitive shipping services, which is vital for Samoa’s trade dependent economy.

SSS is mandated under the Shipping Act 1998 and Samoa Companies Act 2001 and further governed by the Public Bodies (Performance and Accountability) Act 2011, Public Finance Management Act 2001, shipping, maritime and labour laws, as well as the Government of Samoa’s overall policy directives.

Responsible for the overall management and leadership of the Crewing and Shipping Division, the Assistant General Manager ensures the effective and efficient achievement of the SSS’s corporate objectives and targets. This involves working collaboratively with the management team, staff and partners in improving the services and business performance of the company.

III Duties and Responsibilities

1. Leadership and Management:

- Lead the divisional team in providing effective and efficient crewing and shipping services.
- As part of the management team, responsible for decision making on the strategic development, operation, human resource management, financial management and services of the crewing and shipping services
- Lead the divisional team and work in collaboration with other divisions to implement the corporate plan and annual plan towards the achievement of corporate objectives and performance targets
- As a member of the management team, ensures the effective and efficient development and implementation of the company's corporate plan
- Responsible for the development of the divisional annual plan, budget and other planning and policy requirements
- Ensure divisional team's input into the formulation of the corporate plan, annual plan, and budget and that they clearly understand their roles and responsibilities in achieving corporate objectives and performance targets.
- Manage staff performances and divisional resources including the budget, assets and annual plan and prepare and submit regular reports to the management and board on divisional performance progress, issues and achievements.
- Implement, monitor and evaluate the Performance system of the Division

2. Technical, operation and service delivery:

- Ensure effective and efficient management of all aspects of seagoing personnel including processes, requirements and criteria for seafarers' employment applications and qualifications, screening, recruitment, selection, orientation, travel, health and employment arrangements, and others, directly or through manning agents in accordance with IMO regulations.
- Ensure effective and efficient management, monitoring and evaluation of seafarer employment including liaising with ship owners/employers on all issues and matters concerning their employment, safe deployment and engagement on board on ships.
- Ensure quality and up to date maintenance of records, information, registry, database, documents and personal information of seafarers for the purpose of monitoring of previous, current and future employment.
- Monitor the employment of existing seafarers including the identification of seafarers training and professional development needs and propose strategies to meet those needs.
- Monitor the demands for seafarers including manning deployments and requirements of IMO, ILO Flag Administration, seafarers union and respective bodies, and ship owners.
- Ensuring that the requirement stipulated in the Safety Management System (SMS) are properly implemented and maintained by the Crewing division
- Resolve employment disputes and issues with seafarers and shipping companies/clients including their representatives and ensure remedies are put into place to avoid the further occurrence of disputes.

- Provide overall direction to the warehouse/shipping department in areas of responsibility including monitoring of inward and outward cargoes cargos, shipping sailing schedules, quality services rendered and maintain safety standard for shipping operations at all times.
- Manage all shipping operations to ensure that shipping processes run smoothly and effectively.
- Ensure effective and efficient management of all required documents (e.g. manifests, bills of lading, ASYCUDA entry, etc.) for cargo shipments.
- Ensure full compliance with all quality assurance standards in safe possession of all cargoes from start to the finish contour
- Ensure timely and quality delivery of as well as payments of cargo shipments
- Ensure good clients and customer services for crewing and shipping and manage all disputes, complaints and issues of clients and customers.

3. Business and Strategy Development

- Ensure that all strategies and operational policies for the effective, efficient and quality management and operation of the crewing and shipping services are developed and implemented by all staff
- Contribute to marketing initiatives and activities of the company on finding more partnerships for seafarer employment and shipping services
- Monitor the demands for seafarers including manning deployments and requirements as well as the annual students' intake at the Maritime School and the quality of maritime training and graduates so that Samoa is able to meet the IMO standards and requirements for seafarer employment.
- Liaise and negotiate with ship owners and employers for the demand for seafarer employment and liaise with the Maritime School on ensuring the sufficient and quality supply of seafarer graduates to meet the demand.
- In consultation with the Maritime School, ship owners and other relevant partners, facilitate the development of the manpower planning and careers paths for local seafarers
- Develop effective partnerships and relationships with ship owners and partners for business ventures and opportunities

IV. Key Performance Indicators

- Timely and quality implementation of SSS activities against set work plan, timeliness and budgets, in line with the company's corporate plan, policies and procedures
- Effective recourse management and resource mobilization
- Quality and timely reporting
- Strong relations with internal staff, partners and stakeholders
- Regular and timely monitoring of activities
- Enhanced best practices and lessons learned documented and circulated
- Evidence of continuous improvement in the company's performance

V. Competencies

Core Values:

- Integrity
- Professionalism
- Respect for Diversity

Core Competencies:

- Leading and managing staff and change
- Accountability
- Creative and Problem Solving
- Effective Communication
- Inclusive Collaboration
- Stakeholder Engagement and Relationship building
- Business Development
- Team Work

Functional Competencies:

- Good policy and program/project formulation, implementation monitoring and evaluation skills
- Good Budget and finance skills
- Good knowledge of Results based Management
- Ability to gather and interpret data, reach logical conclusions and present findings/recommendations
- Capacity to manage priorities
- Strong organization skills
- Good analytical skills in systems and information management
- Attention to critical strategic issues and important operational skills

VI. Recruitment Qualification

Qualification

- A minimum of a Bachelor Degree in Maritime Operations, Shipping Management, Business Administration, Business Economics, Human Resource

	<p>Management from a recognized institution, or other related areas is required.</p>
<p>Experience</p>	<ul style="list-style-type: none"> • A least a minimum of 5 years of work experience in the Shipping and/or in the crewing industry • Proven previous experience in the role of shipping and/or crewing manager • Good working knowledge of the maritime and shipping industry and global markets • Understanding of the relevant maritime and shipping governing laws such as the STSCW, crew complement certifications, crew manning regulations, etc. • Proven previous experience working in business developmental areas in maritime and shipping industry • Excellent knowledge of strategic management, policy, corporate planning, budget and accounting systems, and information management • Excellent leadership, networking, stakeholder management, partnership brokering, relationship building and problem-solving skills • Evidence of good report writing and advanced knowledge of computer office software packages (MS Word, Excel, etc.)
<p>Skills & Abilities</p>	<p>Strategic Thinking</p> <ul style="list-style-type: none"> • Recognizes impact of organization’s direction and role national and internationally • Understands organizational direction and aligns/translates strategic objectives into operational activities. • Provides advice to General Manager based on analysis of a broad range of issue. • Considers multiple perspectives when assessing impact of key issues and identifies viable solutions. • Applies intellect and knowledge to weigh up information and identify critical factors and issues. • Demonstrates determination in meeting

	<p>organizational goals and is ambitious to continue in the face of changes and challenges.</p>
	<p>Building & Sustaining Relationships</p> <ul style="list-style-type: none"> • Is committed to client service, builds and sustains relationships within the organization and international business partners, with the public and other stakeholders. • Consults broadly to obtain buy-in, draws on knowledge of work partners and fosters teamwork and cooperation through sharing information. • Capitalizes on diversity and harnesses different viewpoints to enhance the operations of the Crewing & Shipping Division. • Encourages and motivates people to engage in continuous learning and empowers them through delegation of responsibilities for work. • Mentor, provides constructive feedback and recognizes success and engages in activities to sustain morale. • Communicates with precision and confidence, clearly and in an articulate manner, adapts methods of communication. • Adapts communication style and message to meet needs, has a strong grasp of key issues and presents a convincing and balanced rationale. • Possess excellent interpersonal, communication and coaching skills.
	<p>Delivers/Achieves Results</p> <ul style="list-style-type: none"> • Focuses on activities that support organizational sustainability and streamlines processes to seek operational efficiency. • Monitors and manages resourcing pressures for optimum outcomes. • Oversees the implementation of multiple change initiatives with a focus on the desired outcomes. Defines high-level objectives and ensures translation into practical

	<p>implementation strategies.</p> <ul style="list-style-type: none"> • Fosters a culture of achievement and ensure planned targets / projects are realistic. • Ensure planned targets are monitored and measured and achieves expected outputs / outcomes. • Achieve organization’s outputs as set out in Corporate and Management Plans.
<p>Personal Attributes</p>	<p>Integrity</p> <ul style="list-style-type: none"> • Exhibits and applies high integrity and ethical principles. • Is indisputably trusted and operates professionally. • Has high regards for self-discipline, good attendance record, respect punctuality and is conscientious • Act professionally in carrying out duties and responsibilities despite personal preferences. • Adheres to and promotes the Samoan Public Service Values of honesty, impartiality, service, respect, transparency, accountability, efficiency and effectiveness. <p>Commitment/Personal Drive</p> <ul style="list-style-type: none"> • Defines work in terms of results and pursues success with energy and drive. • Anticipates obstacles and is prepared with contingency plans to sustain goals / objectives and keeps everyone on track. • Helps others to define goals and plan a route for achievement. • A high achiever with a reputation for success and quality performance. • Sets high standards of performance for self and others. <p>Intellect and Judgement</p> <ul style="list-style-type: none"> • Understands the environment affecting work of the organization and impacts on divisional level. • Exhibits sound conceptual and analytical skills and apply intellect and knowledge in identifying critical factors and issues.

	<ul style="list-style-type: none">• Handles concepts and complexity proficiently, provides insight and understanding for others and appropriately integrates them into the workplace.• Has good judgment as to what information is significant and useable in each situation.• Demonstrates effective judgment to weigh up options and develop realistic solutions. <p>Creative & Innovation</p> <ul style="list-style-type: none">• Develops innovative ideas and methods of doing things.• Searches for new and more effective methods, making connections between previously unrelated ideas.• Is seen as a motivator and guide for others to generate new ideas in brainstorming sessions
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