

JOB DESCRIPTION

Position Title: Assistant Supervisor

Division: Operation	Location: Mulifanua Office
Report to: AGM Operation	Contract: Permanent
Hours of Work: Shift Work	Salary: \$21,086 - \$23,905 [L8]

Primary Objectives

To support the efficient, safe and customer focused operation of the Mulifanua station by coordinating ticketing, boarding, cash control, public communication, and compliance activities while assisting the Supervisor in maintaining service continuity and operational standards.

Part A: Key Responsibilities, Activities, Tasks & Key Performance Indicators (KPIs)

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
1. Mulifanua operations assistance and support	1.1 Monitor the ticket booth, selling/collecting of tickets and safety of passengers embarking/disembarking vessels 1.2 Perform bookings for both domestic voyages 1.3 Assist in assessing vehicle freights and control boarding to comply with company and safety regulations 1.4 Monitor sales report, ticket books and responsible for security of Mulifanua cash and safe deposit box 1.5 Assist in addressing the public on schedule changes due to vessel breakdowns, weather conditions and/or company obligations 1.6 Assist supervisor in dealing with any conflict that arise during operation hours 1.7 Deputies and fully responsible for Mulifanua stations when supervisor is on leave	<ul style="list-style-type: none"> Improved ticketing, cash handling and sales accuracy Continuous improved customer service and effective public communications
2. Compliance	2.1 Ensure compliance with occupational health and safety policies and dress code as required by the company 2.2 Responsible for overall cleanliness of Mulifanua office/booths and advice supervisor of tactics for improvement	<ul style="list-style-type: none"> Improved compliance with passenger, vehicle and boarding safety Improved and well managed operations and well managed station

3. Reporting	3.1 Assist in information analysis for report preparation on Mulifanua Operations when and where required for Management meetings 3.2 Advise and report to GM through the AGM Operations on issues or matters pertaining to Mulifanua	<ul style="list-style-type: none"> Improved operations reporting and issues effectively escalated
Perform any other duties assigned by the supervisor		

Part B: Merits and Selection Criteria

Skills and Abilities	i. Ability to effectively support daily station operations, ticketing, boarding control, scheduling adjustments and maintaining service continuity during peak with minimal disruptions ii. Demonstrated ability to handle cash, reconcile sales records, safeguard financial assets and maintain accurate operational documentation iii. Strong interpersonal skills with the ability to communicate clearly with the public, manage complaints professionally and assist in resolving conflicts in a calm and respectful manner iv. Working knowledge of workplace Health and Safety requirements with the ability to enforce boarding procedures, safety controls, and company policies to protect passengers, staff and operations. v. Must be able to produce documents and reports utilizing MS Office Programs (Word, Excel, Power-point and others) with good reporting writing skills in both English and Samoan.
Personal Attributes	i. Shows honesty, reliability and ethical behavior at all times ii. Initiative and willingness to learn iii. Approachable, respectful and able to build strong working relationships with staff at all levels. iv. Able to work effectively in a fast paced-environment, adjust to changing priorities and remains calm and organized under pressure.
Work Experience	i. Minimum of three (3) years relevant working experience as assistant supervisor or related areas
Qualifications	i. Certificate in Business Administration, Maritime Operations, Transport Operations, Accounting Support, or a related field with relevant work experience. Minimum: ii. Diploma in Business Administration, Management, Accounting, Logistics, or related discipline. Desirable:

Continued Professional Development

The Samoa Shipping Corporation is committed to provide CPD for the successful candidate. SSC expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.