

JOB DESCRIPTION

Position Title: Manifest & Records Officer

Division: Operation	Location: Main Office, Matautu-tai
Report to: AGM Operation	Contract: Permanent
Hours of Work: Monday to Friday, 9am – 5pm	Salary: \$21,086 - \$26,723 [L8 – L9]

Primary Objectives

To ensure the accurate preparation, control, recording and filing of vessel manifests and operational documentation in compliance with company procedures and maritime regulatory requirements, supporting efficient and compliant vessel operations.

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

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
1. Manifest preparation and control	1.1 Prepare passenger, vehicle, crew and cargo manifests in accordance with approved booking data and operational schedules. 1.2 Accurately capture and enter data from reservations and cargo teams into the designated manifest system. 1.3 Verify completeness of supporting documentation prior to submission. 1.4 Process approved amendments to manifests in a timely manner. 1.5 Maintain version control of manifests and voyage documentation. 1.6 Immediately escalate discrepancies, incomplete data or inconsistencies to the AGM Operations.	<ul style="list-style-type: none"> • Timely completion of manifest updates • Improve and maintain data accuracy with minimal corrections required
2. Documentation and managing records	2.1 Maintain accurate physical and electronic filing systems for voyage documentation, manifests and clearance records. 2.2 Ensure documentation is properly labeled, indexed and archived in accordance with SSC records management procedures. 2.3 Retrieve records promptly upon request by Management, Audit or regulatory authorities. 2.4 Maintain confidentiality of operational and passenger information.	<ul style="list-style-type: none"> • Documents easily retrieved when requested • Vessel documentation are properly filed/and retrieved as soon as practicable when required

3. Clearance documentation assistance	3.1 Prepare standard clearance documentation for supervisor review before submission 3.2 Communicate with internal teams to collect required paperwork within timeframes 3.3 Track documentation status 3.4 Assist during vessel clearance processes when and as required	<ul style="list-style-type: none"> • Timely submission of clearance documentation
4. Operational data entry and reporting	4.1 Enter operational data into designated systems accurately and within required timeframes. 4.2 Compile routine passenger and cargo statistics for supervisor validation. 4.3 Support the preparation of standard operational reports. 4.4 Immediately escalate data inconsistencies.	<ul style="list-style-type: none"> • Data accuracy is improved and maintained in the updated system
5. Administrative support to Operations	5.1 Provide documentation support during busy operational periods 5.2 Respond to internal requests for operational records 5.3 Assist with routine audit requests 5.4 Perform other operational administrative duties as assigned	<ul style="list-style-type: none"> • Consistently meet assigned tasks deadlines during peak operational periods

Part B: Merits and Selection Criteria

Skills and Abilities	i. Demonstrated ability in records management and documentation control. ii. Strong data entry and administrative skills iii. Good working knowledge of MS Office Applications iv. Ability to interpret routine operational documents accurately v. Ability to prioritize workload and meet operational deadlines vi. Basic understanding of shipping or logistics processes
Personal Attributes	i. Integrity and discretion ii. High attention to detail iii. Strong organizational ability iv. Time management
Work Experience	Minimum of three (3) years relevant working experience as a Records Officer, Administrative Assistant or related areas. <i>Experience in maritime/transport operations is desirable</i>
Qualifications	Diploma Business Administration / Logistics / Information Management with experience in Maritime Industry

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.