

JOB DESCRIPTION

Position Title: Supervisor

Division: Operation	Location: Mulifanua Office
Report to: AGM Operation	Contract: Permanent
Hours of Work: Shift work	Salary: \$30,895 - \$33,449 [L11]

Primary Objectives

The Supervisor at Mulifanua Port is responsible for the effective management of daily port operations, staff performance, safety, financial accuracy and asset protection ensuring that all activities align with the Corporation’s policies and standards. This role combines operational oversight, administrative responsibility, customer interactions to achieve safe, efficient and customer focused port-operations services.

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

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
1. Daily operations (Financial / administrative) & Staff leadership	1.1 Overall monitoring of tickets and ensure the safety of passengers during embarking/disembarking times 1.2 Assess vehicle freights and supervise the boarding to comply with company and safety regulations 1.3 Inspect sales report, trip report, examine cash to balance with receipts/books and advice staff in relation to logging of information 1.4 Assess and confirm the ticket book, mail/courier registration, prepare the master receipts for banking and prepare daily/weekly/monthly reports 1.5 Responsible for all banking requirements of Mulifanua office 1.6 Lead and supervise Mulifanua staff by providing honest feedback on performance of staff members 1.7 Provide technical coaching and learning opportunities to ensure company outcomes are achieved 1.8 Provide support, direction and role modeling to staff in order to comply with company policies and meet the expectation of customers	<ul style="list-style-type: none"> 100% compliance with passenger and vehicle boarding safety procedures with minimal reported incidents Achieve 100% accuracy in sales, cash handling, ticketing and banking processes Conduct regular staff coaching

2. Customer and Public Interaction	2.1 Liaise with public concerning any conflicts that arise during operation hours 2.2 Address the public on schedule changes due to vessel breakdowns, weather conditions and/or company obligations	<ul style="list-style-type: none"> Minimal disruptions to operations resulting from customer's dissatisfaction
3. Safety and Asset Management	3.1 Responsible for occupational health and safety of operation staff and ensure compliance with dress code as required by the company 3.2 Supervise the issuing of goods for MV Lady Samoa III Canteen 3.3 Responsible for overall safe keeping of corporation assets at Mulifanua office and provide suggestions for improvement	<ul style="list-style-type: none"> Maintain 100% compliance with occupational health and safety standards and company dress code amongst operational staff Ensure accurate management and safeguarding of assets and Vessel Canteen inventories with zero losses or discrepancies
4. Report Writing	4.1 Compiles reports on Mulifanua Operations when and as required for Management Meetings 4.2 Advise and report to GM through the AGM Operations on issues or matters pertaining to Mulifanua	<ul style="list-style-type: none"> Timely submission of reports and updates with accurate and actionable information
Perform any other duties assigned by Operation AGM		

Part B: Merits and Selection Criteria

Skills and Abilities	<ul style="list-style-type: none"> i. Demonstrated ability to oversee port operations, ensure passenger and vehicle safety and enforce compliance with company policies and occupational health and safety standards ii. Demonstrated skill-sets in cash handling, ticketing, sales and banking reconciliation, report preparation and maintaining accurate records for operational and management purposes iii. Capable of supervising, coaching and mentoring staff to achieve performance targets, maintain policy compliance and foster positive/productive work environment iv. Must be able to produce excellent documents utilizing MS Office Programs (Word, Excel, Power-point and others) and have good reporting writing skills in Both Samoan and English
Personal Attributes	<ul style="list-style-type: none"> i. Demonstrates 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	<ul style="list-style-type: none"> i. Minimum of 3–5 years in port operations, customer service, or supervisory roles, preferably in a maritime or transport environment. ii. Demonstrated experience in staff supervision, operational management, safety compliance, and administrative reporting.

Qualifications	<ul style="list-style-type: none">i. Minimum Certificate / Diploma in Maritime Operations, Port Management, Logistics, Business Administration or a related fieldii. Desirable Advanced Diploma or coursework in OSH/Leadership or Customer Service Management
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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.

