

JOB DESCRIPTION

Position Title: Principal Domestic Officer

Division: Operation	Location: Mulifanua/Salelologa
Report to: Assistant General Manager Operation	Contract: 3 Years
Hours of Work: Roasted Schedule, 5am – 5pm	Salary: \$55,431 - \$64,501 [L16]
Responsible for: Mulifanua & Salelologa Staff	

Primary Objectives

To lead, coordinate and supervise all domestic inter-island operations of the Corporation to ensure safe, efficient, compliant and commercially effective delivery of passenger, vehicle and cargo services.

The role ensures operational discipline across terminals, strengthens reporting and revenue accountability, enhances customer service standards, and aligns domestic service delivery with SSC's strategic connectivity and mobility objectives.

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

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
Domestic Vessel Operations Oversight	- Oversee daily domestic vessel schedules (ETA/ETD monitoring) - Ensure timely communication of schedule changes due to weather, breakdowns or operational requirements - Coordinate with Masters and relevant authorities regarding domestic movements - Ensure compliance with maritime safety, stability and cargo loading requirements - Monitor passenger and freight capacity utilization and recommend efficiency improvements	Reduced scheduled disruption
Terminal & Frontline Operations Management	- Supervise and standardize operational procedures across all domestic terminals. - Ensure proper control of boarding, vehicle freight assessment and cargo handling. - Monitor daily ticketing operations, reconciliation processes and reporting compliance. - Ensure cash handling, safe custody and reporting protocols are strictly followed. - Conduct periodic operational inspections of terminals.	- Increased passenger and freight growth - Improved customer satisfaction experience

Revenue Protection & Operational Controls	• Monitor ticket sales, freight assessments and revenue trends. • Review daily and monthly sales reports and investigate discrepancies. • Strengthen internal controls relating to booking, ticket issuance and cargo manifests. • Liaise with Finance Division on reconciliation matters. • Recommend system improvements to minimize leakage and inefficiencies	• Revenue variance maintained with • Improved terminal operational efficiency
Compliance & Safety Assurance	• Ensure compliance with: ○ Shipping Act ○ Maritime safety requirements ○ Internal operational SOPs ○ Occupational Health & Safety policies ○ Monitor cargo loading to ensure compliance with Master approvals and stability limits. ○ Ensure proper documentation of manifests and reporting obligations. ○ Coordinate with Customs and Port Authorities when required.	• Zero major compliance breaches
Reporting	• Prepare monthly domestic operations reports covering: ○ Passenger volumes ○ Freight volumes ○ Revenue performance ○ Operational incidents ○ Service disruptions • Provide analytical recommendations to improve service reliability and profitability. • Contribute to annual work plans and Corporate Plan implementation. • Support AGM Operations in policy and procedure development.	• Timely submission of monthly reports when and as required
Perform any other duties assigned by Operation AGM		

Part B: Merits and Selection Criteria

Skills and Abilities	✓ Strong ability to engage and coordinate effectively with government agencies, port authorities, crew, customers and internal teams in both English and Samoan, ensuring smooth domestic service operations. ✓ Advanced capability to prepare, analyse and present accurate operational reports (voyage performance, cargo volumes, revenue, service reliability) to support management decision-making. ✓ Sound understanding of domestic service revenue streams, cost controls, freight assessments and performance indicators to ensure routes operate efficiently and sustainably. ✓ Proven ability to supervise domestic operations, manage staff performance, allocate resources effectively and ensure compliance with corporate policies and maritime regulations. ✓ Ability to make timely and balanced operational decisions during disruptions (weather events, vessel issues, schedule changes) while maintaining safety, regulatory compliance and service continuity
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Personal Attributes	✓ Demonstrates honesty, reliability and ethical behavior at all times ✓ Initiative and willingness to learn ✓ Approachable, respectful and able to build strong working relationships with staff at all levels. ✓ Able to work effectively in a fast paced-environment, adjust to changing priorities and remains calm and organized under pressure.
Work Performance and Experience	✓ Minimum of 5 years' experience at supervisory level ✓ Proven experience in shipping operations, port logistics or transport operations ✓ Demonstrated experience managing frontline service teams.
Qualifications	✓ Degree or Advanced Diploma in ○ Maritime & Shipping ○ Transport & Logistics or <i>related field</i>

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.

