

JOB DESCRIPTION

Position Title: Principal Operation Officer

Division: Operation	Location: Head Office, Matautu-tai
Report to: Assistant General Manager Operation	Contract: 3 Years
Hours of Work: Monday to Friday, 9am – 5pm	Salary: \$55,431 - \$64,501 [L16]
Responsible for: Pago Operation Staff and Receptionist & Booking Officers	

Primary Objectives

To assist in planning, coordinating and supervising of vessel movements to ensure vessel operational activities and schedules are effectively communicated to all vessels and divisions of the corporation for auctioning. Manage daily activities and seek opportunities to improve division systems in a safe manner in order to meet expectations of the company. To assist in professional development of operation staff to advance service.

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

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
Vessel Operations & Scheduling	• Planning and managing vessel movements, terminal operations and charters ○ Pago Operations – manage ETA/ETD, bookings, terminal procedures, cargo/freight and monthly reporting ○ Charter Services – supervise charter negotiations, loading / off-loading, ETA/ETD Management, compliance with cargo manifests and monthly reports ○ Schedules – liaise with ministries / authorities, prepare vessel movement schedules, manage schedule changes and coordinate terminal / division schedules	• 80% of vessel schedules prepared, updated and communicated to relevant divisions & stakeholders at least 24 hours before planned departure / arrival • Monthly vessel movement reports submitted • Less than 5% scheduling errors or communication omissions recorded • 95% of schedule changes communicated to stakeholders within 2 hours of confirmation
Cargo & Freight Management	• Safe handling, documentation and compliance for cargo and freight ○ Pago Operations - daily management of cargo and freights ○ Charter services - oversight of loading / offloading and ensuring stability/safety of cargo ○ ASYCUDA/NOA - Manage customs declarations, manifest processing, NOA submission, corrections and training.	• 95% of cargo manifests and freight documentation processed accurately • Less than 10% major safety incidents resulting from cargo handling, loading or offloading operations • 100% compliance with cargo stability and loading

		requirements for charter operations
Customer & Service Management	• Overseeing courier services, ticketing and service quality ○ Administer daily courier operations, ensure fast and safe delivery, seek marketing opportunities and prepare monthly reports ○ Ticketing system - manage ticketing operations, resolve errors, check daily reports and conduct staff training.	• 95% of courier items delivered within agreed service standards and timelines • All ticketing discrepancies investigated and resolved within 2 working days
System & Compliance Management	• Ensuring operational systems, regulatory compliance and staff training ○ ASYCUDA & NOA - ensure proper operation of customs systems, regulatory compliance and staff training ○ Ticketing system - ensure operational integrity of the ticketing system, reporting errors and training staff.	• 10% compliance with Customs, ASYCUDA, NOA and other regulatory requirements • Less than 5% penalties, fines or major compliance breaches attributable to operational oversight
Leadership & Staff Management	• Supervise Pago Operation staff & Receptionist & Booking Officers • Allocate work and monitor performance • Coach and mentor staff • Promote continuous improvement and innovation	• Staff performance reviews completed annually • Team objectives achieved at a minimum rate of 90%
Perform any other duties assigned by Operation AGM		

Part B: Merits and Selection Criteria

Skills and Abilities	✓ Demonstrated ability to oversee port operations, ensure passenger and vehicle safety and enforce compliance with company policies and occupational health and safety standards ✓ Demonstrated skill-sets in cash handling, ticketing, sales and banking reconciliation, report preparation and maintaining accurate records for operational and management purposes ✓ Capable of supervising, coaching and mentoring staff to achieve performance targets, maintain policy compliance and foster positive/productive work environment ✓ 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	✓ 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 3–5 years in port operations, customer service, or supervisory roles, preferably in a maritime or transport environment. ✓ Demonstrated experience in staff supervision, operational management, safety compliance, and administrative reporting
Qualifications	✓ Minimum Certificate / Diploma in Maritime Operations, Port Management, Logistics, Business Administration or a related field

	✓ 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.

