



Job Description

Job title:	Executive – Port Agency Operations
Reporting to:	Operations Manager
Hours:	Monday to Friday – core hours 09.30 to 18.00, may include afterhours due to vessel eta
Location:	Singapore

Job Role

An Agency Operations Executive is an organised individual, capable of juggling tasks under pressure. In order to operate effectively, the port agent is required to be fully conversant with the safety, commercial and statutory requirements and regulations applicable to the port and ensure the vessel complies fully, to ensure that no delays are caused as a result of failure to meet its obligations.

Job Description:

- Responsible for the effective coordination of assigned port calls.
- Submission of ICA applications, Pilotage booking and messages, MPA Digiport Submissions
- Full Agency Scope, from Pre-Arrival Info messages to FDA closure
- Job working hours are beyond the normal boundaries of Office hours as vessel ETA is around the clock.
- Advice on selection of contractors for goods and services provided to principals, including submission of competitive quotations, as required.
- Ensure compliance with Ships Agency processes, standards and procedures, including correct use of the operating system.
- Ensure mandatory use of operating system as reporting tool in compliance with the company procedures.
- Ensure proper monitoring of the vessel and attendance to any follow up enquiries.
- Ensure correct amount of pre-funding are received or the correct level of authority has approved any deviation, prior to performing the Port Call.
- Establish and maintain vessel's files and ensure that all transactional systems are updated real time.
- Ensure proactive, efficient and timely communication at all times.
- Report leads, business opportunities and relevant port updates observed to Agency Manager.
- Monitor and record expenses that arises during vessels' port call.
- Proactively follow up, check and approve supplier's invoices.
- Ensure cost effectively Vessel Operations.
- Ensure consistent high level of accuracy of deliverables.
- Meet or exceed annual KPI's targets for Ships Agency performance.
- Accountable to maintain the QHSSE standard

Educational Qualification

- Diploma in Maritime Studies or equivalent
- Total 2+ years of work experience
- User level computer skill in all office software
- Will require internal training for technical ERP
- Ethical approach managing Port Agency Operations
- Languages required: English

Key Performance Indicators

Operations – 40%

- 0 delays and 0 errors to execute vessel operations from arrival to departure

Client and Vendor Management – 35%

- Prompt email replies and communications to vessel, suppliers, vendors and peers within 24 hours TAT
- **Team player and respects all codes, ethics and conducts himself/herself towards the company's policies -15%**
- **Self-Development and learning; attend minimum 3 profile related seminars in a year - 10%**