



**Mission:** *To provide the best feeder solutions, and be the feeder carrier of choice.*

**Core Values:** *To ensure **Integrity** by delivering what we promise and be **Service Oriented** by putting our customers before us, always going the extra miles to service their needs.*

**Vision:** *To be the world's most geographically diverse common carrier.*

## **JOB PROFILE:** **ASSISTANT LINE MANAGER / LINE MANAGER**

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### ***General Information***

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**Main function:** Line Management

To manage the running of assigned services in a profitable manner and ensure constant dialogue with stakeholders, vendors and customers (principal and agency). To be reactive to market changes in order to ensure improved service volumes, scope, efficiencies and profitability. The role does involve travel in order to visit customers, agents and terminals.

**Reports to:** Hub Director

**Number of reports:** N.A

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### ***Role responsibilities***

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- P&L Responsibility
- Improve cost efficiency and optimize yield
- Select ships with optimum intake, bunker consumption and tonnage for lowest port dues
- Close monitoring of daily bunker consumption via use of the SMART system and ensure vessel consumption is in line with CH description and cross check against other sister ships previously operated in the trade or region.
- Monitor and review bunker survey report of individual stem and confirm that reported quantities are in line with master's reported ROB. Deal with any variations immediately.
- Cost control – Direct and Indirect costs must be thoroughly understood
- Manage terminal contracts for assigned trades
- Manage and resolve claims (cargo claims, container damage, vessel damage) in consultation with legal team where required
- Strategising trade routes (existing and new). This may involve consolidation with customers and competitors or expanding existing service coverage either via own deployment or swaps with other operators
- In collaboration with the Commercial department , aquire, compile and mainten trade statistics and reports for analysis and decision making



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- Look for opportunities to implement GRI's (general rate increase), RR's (rate restoration), CBR (critical bunker recovery) for all trades managed in line with cost increases
- Space management and selection of cargo that delivers best NTV (Net To Vessel) returns
- Manage and coordinate rate quotation and filing with commercial department
- Liaise with agents to ensure online booking forecasts are updated timely in online system
- Build and retain good relations with customers assigned to you in order XPF become their preferred vendor of choice. The company will expect you to deal with commercial matters relating to a wider geographical scope where you will be briefed internally before discussing with the customer. This will involve regular contact via face to face meetings and entertainment. Out of hours work and travel may be required.

**Key performance Indicators:**

- Accurate and on time internal and external communication
- Customer satisfaction
- Good internal working relationships

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**Core competencies**

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**Appropriate level of education, knowledge and working experience:**

**Education, Knowledge & Working Experience**

- Degree in Maritime or Business Management
- Min 4 years in shipping line involved in trade

**Personal characteristics:**

- Strong communication skills
- Independent and result oriented
- Strategic thinker
- Ability to focus on tasks and analyses situations, systems and problems
- Ability to make quick decisions supported by information and data gathered
- Strong leadership