



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 DESCRIPTION:
ASSISTANT MANAGER, OPERATIONS,
SINGAPORE AGENCY**

General Information

Main function: Singapore Agency

Declare customer's connection and process service in a timely and accurate manner. Provide vessel schedule and delivery information. Liaison with multiple parties including customers, agents, line managers etc for freight handling and other matters.

Purpose of the role:

To push for berthing priority and coordinate the handling of vessels and related matters within port of Singapore with various stakeholders. To ensure smooth operations from vessel arrival to departure with maximum productivity and minimal waiting time and cost.

Reports to:

Manager, Singapore Agency

Additional Working relationships:

Agents / CSR for Cargo and Operational matters

Hub LM/LO for schedule and berthing plans

Legal for claim related matters

FMD (For Owned vessels where required)

Role responsibilities

Main Accountabilities:

- Submit berth application, monitor daily berth and update berth time required, load/discharge figures
- Inform vessel of ETA, ETB, speed adjustments and sending of dangerous goods/reefer container manifest
- Liaise and negotiate with terminal for berth priority
- Daily reporting on port situation and following week outlook
- Prepare temporary pass/permit application for vessel visitation, care off parcel, crew and/or minor repair and hot works on the vessel
- Implement and ensure crews adhere to COVID safety measures
- Submit waiver request for PSA Ops to review
- Coordinate Inter-Gateway Feeder (IGF) opportunities with PSA
- 3rd party vendor liaison for husbandry, pilotage and general works and repairs
- PSA commercial fronting – Direct Slot Billing (DSB) arrangement and maintenance



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 DESCRIPTION:
ASSISTANT MANAGER, OPERATIONS,
SINGAPORE AGENCY**

Role responsibilities (cont'd)

- Manage invoice approval from:-
 - ❖ PSA – to highlight those to recover from customers
 - ❖ Customers – operation claims matter
- Any adhoc requirements pertaining to local operations

Key performance Indicators:

- On time work delivery;
- Accurate and on time internal and external communication;
- Good internal working relationships - Maintain a positive, supportive and professional relationship with the Principal, Vendors, Customer, Master and CSR (where applicable).

Core Competencies

Appropriate level of education, knowledge and working experience:

- Minimum Diploma in any field; Maritime studies graduate will be an advantage;
- Minimum 5 years of relevant experience;
- Strong command of English both oral and written;
- Extremely proficient with Microsoft Office Suite or similar software with the ability to learn new or updated software;

Personal Characteristics:

- Excellent interpersonal skills;
- Organised and Logical; Process Oriented
- Ability to work independently and in a team;
- Proactive, stress resistant and assertive;
- Detailed and strong problem-solving skills