



# MAURITIUS SHIPPING CORPORATION LTD

## SCHEME OF DUTIES

<b>Position:</b>	Operations Officer - Cargo Services & Passenger Services
<b>Salary Scale:</b>	MUR 22,685 x 800 - 28,285 x 1,000 - 34,285 x 1,250 - 36,785 QB 38,035 X 1,250 - 45,535
<b>Grade:</b>	6
<b>Report to:</b>	Assistant Manager -Marine Services Department or Ship Services Agency

### Qualifications and Skills:

- a) A diploma in Logistics and Supply Chain Management/ Customer service/ Customer care/ Sales and Marketing or any other equivalent qualifications acceptable to the Board.
- b) Good knowledge of MNS system and computer applications.
- c) Good knowledge of clearing and forwarding formalities.
- d) A valid driving licence.
- e) Candidates should be computer literate.
- f) Candidates should produce evidence of experience and knowledge claimed.

### Duties:

#### Cargo Operations:

1. To assist the Assistant Manager-Marine Services Department or Ship Services Agency in the performance of his duties.
2. To co-ordinate activities/operations between the Principal/Carrier and his Port Agents and between the Principal/Carrier and the Ship's Master, Service Purveyors and relevant/official institutions/organizations/ bodies.
3. To market the Company's freight, passenger and agency services, establish and maintain contacts with customers, liaison with Port agents and ensure proper and timely follow-up on freight, passenger and agency operations.
4. To assist in freight booking and freight information activities, in supervision of cargo loading/unloading operations and liaison with customs, port authorities, stevedoring, container handling, port agents and other relevant organizations. Attending to crew and husbandry matter, whenever required.



5. To assist in the handling of documents, in the supply of passenger and ship-related items on board vessels, in organizing inland transportation, in immigration and other relevant formalities.
6. To carry out boarding and clearance of all agency vessels.
7. To assist in handling of documents, liaising with other authorities for safe berthing and husbandry of ships.
8. To attend MPA port daily meeting and / or any other operational meeting.
9. To follow-up and process cargo claims.
10. To prepare accounting, statistical and administrative reports/statements for timely submission to the Finance / Corporate Services section.
11. To follow-up movements of containers as well as container damages, surveys and demurrage.
12. To clear of spare parts and/or imported goods for all vessels from Customs both at the port and airport and follow-up the delivery of same to respective masters.
13. To arrange for forwarding of all spare parts as per request by owners under customs strict compliance.
14. To prepare of request, processing of bills and following up on payment to relevant authorities.
15. To keep of all related records, invoices and receipts as well as submission of VAT returns to Finance section.
16. To assist, as and when required, in the conveyance of seamen to/from airport, assisting seamen at clinic/dentist and helping them in duties related to customs and shipping office such as boarding and clearance papers, completing bunkering formalities and submission of notice of dangerous cargo discharge to all authorities.
17. To closely monitor handling operations of cargo during vessel's port stay & report thereon.
18. To process/type/file and send/retrieve/distribute documents, including e-mail, etc. and the provision of secretarial services.



**Passenger Operations:**

19. Assisting the officer in charge of the Passenger Services Unit in the execution of his/her duties; more specifically in relation to:
20. The organisation, coordination, control and planning of the Company's passenger services;
21. The marketing of the Company's passenger services, including dealing with customer enquiries, organisation of market surveys and follow-ups thereon;
22. The verification of passenger-operation related records/invoices/bills, the preparation of periodic operational statements/reports/statistics and follow-ups thereon;
23. Liaison with institutions and organisations connected with the shipping business; with particular reference to local and foreign travel agencies, tour operators, service purveyors and ensuring proper follow-up thereon;
24. Liaison with shipboard to ensure smooth organisation of passenger operations, including passenger entertainment activities, supply & sale of duty free goods/souvenirs and actual travel on board the Company's ships, as and when required;
25. Prepare passenger lists/manifests for incoming and outgoing vessels including cruise ships and ensuring proper diffusion thereof to all authorities;
26. Follow up on passenger bookings and ensuring proper coordination and liaison with immigration, police, health, customs authorities, shipping and travel agencies, both local and foreign and for agency vessels as well;
27. Assist in the supervision of passenger embarkation/disembarkation, including 'Meet and Greet' operation falling under the responsibility of the Company and checking in/out procedures, and planning the smooth organization of passenger/luggage transport and retrieval activities;
28. Accompany passengers on the Company's liner services/cruises and contributing in the smooth organisation of shipboard passenger-related activities, statutory formalities and passenger welfare, generally speaking;
29. The accurate and timely preparation production and control of statements of passages, passenger statistics, victualling accounts, shipboard sales etc;



30. The representation of the Company at meetings/committees with other parties and follow-up action therefrom;
31. The development of passenger service policies, the reporting of any anomalies from the routine programme of operations, including answering and attending to passengers' or clients' queries/complaints/claims, and taking appropriate and timely initiatives, whenever required;
32. Assist in the booking of passengers, as per established tariffs/ regulations/ procedures, available capacities and vessels sailing dates;
33. Assist in the collection of passage and related revenues and preparing/ reconciling statements of passengers, excess luggage statements and other passenger service related expenses statements;
34. Follow and process passenger/ luggage claim;
35. To use ICT in the performance of his duties;
36. Liaising with other units (Freight/Operations, Finance/Administration, etc...) of the Company and with other stakeholders, as and when required; and
37. To perform other related duties, as may be assigned;

Notes:

- (1) The Operations Officer may at times, and subject to service exigencies, be required to work outside normal office hours, including during week-ends and public holidays and travel to Rodrigues and overseas. He/She may also be required to work on a shift basis.
- (2) The Operations Officer may be transferred within the Operations department by Management at short notice.

Date: July 2024