Manager, Port Operations

**Reports To:**
Director of Itinerary & Destination Planning

**Subordinates:**
Department: Destination Services

**Benefits Status:**
Exempt

**Effective:**
April 28, 2011

**Approved By**
Director, Human Resources

**POSITION SUMMARY**

Responsible for supporting the creation, management and coordination of the vessel’s worldwide itinerary, expeditions and explorations. Ensuring compliance with port regulations and requirements. The role is critical to Destination Services, Operations and Sales & Marketing and works in collaboration within these groups to provide culturally rewarding and diverse itineraries always exceeding Resident and Guest satisfaction.

Supports the Director of Itinerary and Destination Planning with industry contacts, resources and organizations as it relates to the ship’s ports of call and itinerary.

**NATURE AND SCOPE**

- The Manager of Port Operations reports directly to the Director of Itinerary and Destination Planning
- Works closely with the on board Clearance Officer with regards to Port Operations
- Works closely with the on board Captains
- The position is responsible to research, negotiate and manage all aspects of the ship’s ports of call.

In your position, you are expected to support the following mission statement for *The World* as defined by the Resident/Owners

Our mission is to be the world’s finest private mega yacht, benefiting from the rich cultural diversity of its exclusive community of Resident/Owners, harmoniously:

- exploring the world in safety and luxury without leaving home,
- offering the best of the best at every level of its activities,
- preserving and enhancing the lifestyle and investment of its Residents and Owners
ESSENTIAL FUNCTIONS

Operational Responsibility

- Ensures itinerary complies with ship’s immigration / customs and legal obligations (cabotage)
- Negotiates with local authorities to leverage the best location and conditions for the vessel’s call
- Ensures that the Clearance Officer has all the necessary information pertaining to the ship’s call, i.e., garbage, bunkering, water, off loads, customs and immigration arrangements
- Supports and or communicates itinerary changes and itinerary information effectively to shore side and ship board partners
- Manages all Port Agency relationships
- Determines cost effective crew turnaround ports on an annual basis
- Conducts RFP’s with port agencies for all ports of call at least 2 years in advance
- Supports the delivery of the itinerary process two years in advance
- Supports the Expeditions and Explorations process
- Works closely with Captain, Clearance Officer, Front Office Manager, Chief Accountant
- Works closely with the Destination Services team to maximize Resident and Guest Tours and Enrichment opportunities
- Manages in-house port operations by creating effective tracking and history
- Originates and maintains Destination database website
- Utilizes Resident’s and Management feedback to enhance future itineraries and ports of call
- ‘Go To’ person for all port operations
- Exceeds Resident and Guest expectations on bringing the Destination Alive
- Develops a positive working relationship with all shipboard and shore side departments to facilitate a team-oriented atmosphere
- Ensures that the company’s strategic plan is followed in all aspects related to Destination Services and Itinerary Planning
- Continuously reviews the operation and make recommendations on how to enhance the product
- Implements new policies, standard operating procedures and Company initiatives as assigned
- Continues own education by staying abreast of trends and sharing this information with the team
- Other related duties or special projects as directed

Financial Responsibility

- Ensures port agents are continuously reviewed and selected based on service standards, operational needs and budgetary guidelines
- Ensures annual competitive bids and comparative analysis are being performed for all port agent services
- Ensures that port agent DA’s are accurate, processed and audited in a timely manner by the Manager, Port Operations
- Key leader in the annual budget process as it relates to port operations
- Works closely with the Supply Chain Department to ensure ports of call for loading of goods are compliant with local regulations
- Works with the Finance Department to develop a preliminary budget for port operations
- Shares budget responsibility of $5 Million related to Port Operations, Expedition and Exploration expenses
- Assists with determining ports of call and researches product mix within budgetary guidelines

Other Functions

- Ability to work long hours, day and night, including weekends and holidays when needed
- Ability to handle stress well and work under pressure
DIMENSIONS

- Must be able to manage, organize and liaise with multiple departments and team members
- Must be comfortable with Resident interaction
- Must be able to provide strong analytical data as it relates to Destination

EDUCATION

- BA/BS 4 year degree or foreign equivalency and/or a minimum of five years experience working in Port Operations / International shipping or cruise line and or Tour/Travel Operations

QUALIFICATIONS

Functional Expertise

- Five-star/luxury cruise line, expedition knowledge, Marine Operations a plus
- Experience and knowledge of port operations
- Strong knowledge of local regulations pertaining to a vessel’s call including worldwide cabotage restrictions
- Strong world-wide geographical knowledge
- Contacts with port agents, world-wide industry contacts is beneficial
- Demonstrated ability to multi-task under high pressure & demanding situations
- Excellent research skills
- Detail-oriented
- Must have superior command of the English language, both verbal & written
- Outgoing personality with ability to promote “The World” and generate enthusiasm amongst the community for the itinerary and ports of call
- Solid presentation skills through the command of software systems such as PowerPoint, Adobe, etc
- Strong destination experience
- Must be able to travel based on job demands and requirements

Leadership Requirements

- Actively support the company’s mission statement and goals; Ability to conceptualize the mission
- Deliver goals and objectives and foster a team environment
- Ability to manage change effectively
- Provide leadership in order to help Company and department achieve their goals and objectives

Managerial Requirements

- Outstanding written and verbal communication skills
- Experience making presentations in front of groups
- Ability to clearly and concisely present technical subjects
- Track record promoting an atmosphere of teamwork
- Lead by example at all times
- Build morale and spirit
- Use a “hands-on” approach to management

Administrative Requirements

- Proficient in MS office to include, Word, Excel, Power Point, Outlook
- Web maintenance
- Experience with Fidelio Cruise helpful

Business Skills

- Excellent time management skills
- Strong organizational skills
• Customer service oriented
• Excellent listening skills
• Exceptional follow-up abilities
• Strong budgetary, projections, and cost control skills
• Ability to produce consistent financial results
• Follow/enforce company policies and procedures
• Resolve problems
• Assume responsibility/accountability
• Provide overall direction, coordination, and ongoing evaluation of operations
• Ability to quickly evaluate alternatives and decide on a plan of action
• Think creatively
• Balance needs of the organization

ATTRIBUTES
• Proactive, Team Player, Problem Solver
• Passionate about Travel and Hospitality and is customer service driven
• Respect for all co-workers, Residents and Guests
• Pride in your work by creating positive energy, excitement and fun
• Demonstrate positive behaviors; smiling, being polite and courteous
• Able to develop a camaraderie with team member

PHYSICAL REQUIREMENTS
• Be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects
• Have close visual acuity to perform an activity such as preparing and analyzing data and figures, viewing a computer terminal, extensive reading
• Be able to raise objects from a lower to a higher position or moving objects horizontally from position-to-position

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so may the essential functions of this position.

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