

JOB TITLE: Crew Service Manager

DEPARTMENT: Hotel

LOCATION: Shipboard

REPORTS TO: Human Resources Manager

The Gig:

The Crew Service Manager is responsible for ensuring and managing the provision of all administration matters relating to the vessel's company such as Officers, Crew, Concession staff and Guest Entertainers.

Essential Responsibilities:

- Responsible for managing the crew payroll and currency exchange ensuring accurate and efficiency whilst maintaining security.
- Ensures the safe storage of all crew passports upon sign on and ensures crew collect upon sign off from the vessel.
- Assists the Clearance Officer in providing necessary crew documentation for entry and departure at all ports including immigration, visas and customs lists.
- Responsible for the administration of onboard crew accounts, cash advances and bank wires as per company guidelines.
- Maintains and monitors Crew manifest for onboard safety regulations and international requirements.
- Ensures all joining crew have original and valid copies of legally required paperwork necessary for them to sign on to the Ships Articles and work onboard paying particular attention to passport, visa and medical certificate validity.
- Notifies Human Resources Manager of any complications when signing crew onto Ships Articles and liaises with Snr. Manager People – Seagoing for any that will be denied boarding.
- Assists Clearance Officer in the preparation of Immigration and Customs clearance for all crew onboard.
- Main liaison between Port Agents and Heads of department for all crew travel arrangements.
- Responsible for any Crew medical disembarks in cooperation with the Medical team and Clearance Officer.
- Ensures crew Seaman's books are completed with proper embarkation dates.
- Responsible for the accurate and complete administration of crew files including certificates, personal details, travel documents etc.
- Prepares and administers all travel arrangements for disembarking crew members.
- Provides support to Human Resources Manager as and when required.
- Responsible for the administration all ILO sheets onboard.
- Ensures the Crew Office operates within ISM and MLC regulations.

Additional Responsibilities:



JOB DESCRIPTION

- Prepare appraisals for individuals under their remit in accordance with Virgin Voyages policies.
- Attends passenger functions as required by Head of Department.
- Partake in inspections, trainings and meetings as required by Head of Department.
- Ensures that the set standards are kept and staff members work according to their respective job descriptions.
- Monitors HR legislation to seek improvements onboard.

Super Powers Required:

- Minimum 3 years' experience as Crew Purser/Crew Office Manager/Crew Services Manager onboard a Cruise Ship..
- Proven people skills along with conflict resolution, counselling, mediating and motivational skills.
- Out of this world organization skills and able to execute operational imperatives in a swift and demanding environment.
- All certificates as required by the STCW code for this position.
- Good command of the English Language

Deputy's:

- Crew Services Administrator

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.” The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

I have received a copy of the attached job description. I have read this job description (or had it read to me), and I understand all my job duties and responsibilities. I further understand that my duties may change on a temporary or regular basis according to the needs of the Company without it being specifically included in the job description. I will be notified of these changes in writing and have the opportunity to ask any questions with my immediate supervisor or Human Resources.

Employee Name (Print): _____

Employee Signature: _____ Date: _____

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