



JOB DESCRIPTION - CREW COORDINATOR

Rank:	Officer, Two Stripes
Department:	Purser's Office
Main function:	Professional handling of all crew matters
Reports to:	Financial Controller / Hotel Director
Cabin:	Single

1. PROFILE

- Must have previously held position of Crew Purser onboard a passenger cruise ship.
- Must have Typing skills, Windows XP, Word, Excel, MS Outlook. Additional: Crew Administration and Payroll System
- Must be knowledgeable in ISM regulations.
- Must be able to deal with crew and passengers in a professional manner
- Must speak and write English fluently
- Must be a good organiser and communicator and feel comfortable working with crew of different nationalities.
- Must be able to work under pressure and meet deadlines and work to established standards
- Must have strong character with developed leadership skills
- Must have pleasant disposition and friendly personality
- Must have high degree of patience and understanding

1. POSITIONS DEMANDING CLOSE LIAISON:

Hotel Director	Daily crew matters
Staff Captain	Crew Lists & Disciplinary Matters
H.O.D.	Crew matters

2. SPECIFIC DUTIES AND ACTIVITIES:

- Handle all crew sign on and sign off.
- Crew berthing allocation for all departments and key control.
- To be aware of flight arrangements for crew sign on and off.
- Maintain filing for all crew signing on for tickets, receipts for travel, STCW95 certificates and company medical forms.
- Maintaining crew records for onboard training and appraisals.
- Schedule onboard interviews for potential promotions and inform head office.
- Liaise with ships agent for crew sign off.
- Conduct exit interviews with all resigning crew and inform head office.
- Create accurate Crew Manifest.
- Daily office opening hours for crew hearings.
- Vacation/Rotation planning.
- Crew Berthing list.
- Crew ticket requests.
- Crew Mail



To familiarise yourself with the ISM manual and to assist any audits which might be carried out in your department by shore side personnel.

To work in close communication with the Security Officer and Safety Officer, before departure of the Vessel in regards that all Crewmembers are on board.

Daily administrative duties (if applicable) such as:

Crew Sign On	yes	(inclusive contracted Sign Off date)
Sign Off Slip	no	
Resignation	yes	
Medical Disembarkation	yes	
Notice of Dismissal	yes	
Written Warning	yes	
Rehire Status (Slip)	yes	
Addendum to the Contract	no	
Position change	yes	
Change of Date of EOC	yes	
Bonus Payment Form	yes	
Transfer Request	no	
Family Visit Request	no	
Resignation by the company	yes	

Weekly administrative duties such as

- Meeting with HOD's regarding all crew matters
- Cabin inspections inclusive reports

Monthly administrative duties such as

- Crew list to HOD referring position check

3. COMMUNICATION

- Daily with Hotel Director
- Take part in once per cruise departmental meeting

4. MANAGEMENT

Lead subordinates successfully into productive working methods by setting an example

Ensure that correct disciplinary procedures are adhered to especially with regard to correct handling of written warnings and record of it.
Follow up on disciplinary reports.



It is expected, that the Crew Coordinator is fully aware of the company standards as outlined in the Hotel Management Manual.

Ensure that the set standards are kept and work according to your respective job descriptions.

5. UNIFORM TO BRING ON BOARD

Male

White Shoes

Black Shoes

White Socks

Black Socks

Female

White Shoes

Black Shoes

Flesh Tights

Black Tights

I have read and discussed the above and I fully understand the description of my job.

Crew Coordinator