

(manual section is applicable for above companies)

HUMAN RESOURCES

Revision 144 : August/23/2018

Chapter 8 - .10 Financial Operations

8.10.05 Apprentice Purser (OA only)

Position Title: **Apprentice Purser**

POSITION SUMMARY

Reporting to the Financial Controller, the **Apprentice Purser** assists the other employees in the Shipboard Financial Operations division by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists the 2nd **Purser** Payroll and Crew Payroll Manager with the sale of money orders, collecting crew SeaPass accounts, payroll distribution and any other crew-related financial matters.
2. Assists the 2nd **Purser** Administration with gratuity posting and/or balancing, reconciling prepaid amenities, obtaining method of payment for guest SeaPass accounts and any other guest-related financial matters.
3. Performs clerical work such as filing and photocopying. Assists with general office work and duties.
4. Assists the Financial Operations Division as determined by the Financial Controller.
5. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries
6. Attends meetings, training activities, courses and all other work-related activities as required.
7. Performs related duties as required. This position description is not intended to prescribe the only duties to be performed by this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum 6 months experience in a payroll or accounting processing position within the hospitality industry or financial institution.
- Ability to work independently as well as part of a closely-knit team.
- Ability to work with and maintain confidential documentation.
- Ability to excel with reconciliation, functions and formulas relating to cash handling.
- Proven customer service skills to interact appropriately with guests and crew in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate tactfully with guests and crew, divisional managers and shipboard employees to resolve problems and negotiate resolutions.
- Ability to operate basic office equipment, including adding machines/calculators, typewriters, telephones, computers and copy machines.
- Working knowledge of computers, internet access, and the ability to navigate within a variety of software packages such as Excel, Word, and PowerPoint.
- Completion of high school, basic education or vocational training equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

Completion of at least one contract in a 1-stripe position with a performance rating of “Meets Expectation” or above. Ship knowledge and familiarity with onboard Financial Operations preferred. Exceptional financial prowess and understanding of administrative skills. Demonstrated extensive cash handling experience in a high volume operation without disciplinary action.

Language Requirements:

Ability to speak English clearly, distinctly and cordially with guests and crew. Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers. In accordance with this is the ability to write reports and letters grammatically correct in English. Ability to speak additional languages such as Spanish, French or German a plus.

Physical Requirements:

While performing the duties of this job, the shipboard employee is regularly required to stand, walk, use hands to touch, handle, or feel, reach with hands and arms, talk or hear, and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

Related Chapters:

END OF SECTION