

Effective Date: 6/1/2024	Job Description		Update:
Position Title	Communication Services Manager	Position Grade	3 Stripes
Manager's Title	Assistant General Manager	Department/DIV	Communication Revenue

Position Summary

The Communication Services Manager will be responsible for overseeing and managing all communication revenue products on the ship, including guest and crew internet, cellular land & sea services, the Norwegian app, and stateroom phones. With a dedicated focus on driving sales, marketing, achieving revenue targets, and providing Level 1 guest-facing technical support, the primary role is to ensure a seamless and efficient communication experience for guests and crew. The CSM will manage the ship's Internet Café and other communication services, work closely with the IT support team, Guest Services, and other onboard departments, while playing a vital role in maximizing revenue through communication package sales.

Essential Functions

- **Internet Cafe:** Manage day-to-day operations of the Internet Café, ensuring it is open during specified hours, and fully operational throughout the cruise duration. The Internet Café supports all guest and crew communication needs including internet connection, the Norwegian app, cellular land and sea services, and stateroom phones.
- **Achieving Revenue Targets:** Develop and execute strategies to achieve revenue targets for all communications revenue products. Monitor sales performance regularly and adjust as needed to meet or exceed goals.
- **Communications Package Sales & Marketing:** Create and implement effective daily marketing initiatives through all onboard channels to promote internet packages and other communication services to guests and crew members. Collaborate with the Shoreside Onboard Revenue department to develop promotional materials and targeted campaigns.
- **Level 1 Technical Support:** Provide courteous and efficient Level 1 technical support to all guests and crew members regarding internet connectivity, login assistance, and basic software-related issues. Escalate complex technical problems to the ship's IT support team when necessary.
- **Equipment Maintenance:** Oversee the maintenance and functionality of communications equipment, including computers, printers, stateroom phones, and other related devices. Report any technical issues to the ship's IT support team promptly.
- **Training:** Train and support the relevant personnel to deliver excellent customer service, Level 1 technical support, and assist with sales efforts.
- **Feedback Collection:** Gather feedback from guests and crew members regarding communication services and identify areas for improvement to enhance the guest and crew experience and sales drive.
- **Budget Management:** Assist in managing the communication services budget, including tracking expenses related to internet packages, equipment, and supplies.
- **Sales Reporting:** Provide regular reports on sales performance, revenue achievements, and marketing efforts related to communication revenue products to the ship's management.
- **Safety and Compliance:** Adhere to all safety and environmental regulations set by the cruise line and ensure that guests and crew are informed about communication usage guidelines.

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Qualifications, Education and Attributes

Qualifications

- Hospitality Management.
- Previous experience in sales, marketing and/or customer service.
- Strong knowledge of computer systems, software, and networking preferred but not required.
- Exceptional interpersonal and communication skills to interact effectively with guests, crew members, and external vendors.
- Experience in achieving revenue targets and driving sales growth for communication revenue products.
- Problem-solving and troubleshooting abilities to resolve Guest Level 1 technical issues to navigate user interfaces for app, social media, and internet connectivity.
- Ability to work under pressure in a fast-paced environment and adapt to changing priorities.
- Fluency in English (additional languages are advantageous).

Education

- High school diploma or equivalent (Bachelor's degree in a related field is a plus).

Physical Requirements

NCL America:

The U.S. Coast Guard (USCG) requires all crew members employed with NCL America aboard the Pride of America to hold a Merchant Mariner Credential (MMC). In order to qualify for a MMC, applicants must demonstrate specific physical abilities necessary to perform shipboard duties per USCG guidelines (COMPDTPUB 16700.4 NVIC 04-8).

Shall have a Body Mass Index (BMI) of 40.0 or less. Blood Pressure as per USCG a maximum 160/100.

NCLH International Flag:

In addition to the above, NCLH requires the following for all crew members for all international flagged ships:

Shall have a Body Mass Index (BMI) of 35.0 or less. Blood Pressure as per USCG a maximum 140/90.

The verifying medical practitioner doubts the applicant's ability to successfully perform any of the following functions, a suitable practical demonstration is required for those functions. The verifying medical practitioner, in consultation with any other qualified practitioners he/she deems appropriate, determines whether a practical demonstration is necessary, and whether the applicant is physically competent or not physically competent.

General Movement:

- Is able to maintain a sense of balance without disturbance while walking and standing.
- Is able to climb up and down vertical ladders and stairways.
- Is able to step over a door sill or coming up to 24 inches in height.
- Is able to move through a restricted opening of 24 inches by 24 inches.

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- Is able to open and close watertight doors that weigh up to 55 pounds. Must be able to move hands/arms in vertical and horizontal directions, rotate wrists and reach above shoulder height to turn handles.
- Is able to repeatedly lift at least a 55 pound load off the ground, and to carry, push or pull the same load over a long distance (minimum of 150 feet) and up/down multiple staircases over a four hour period.
- Is able to pull an un-charged 1.5 inch diameter, 50' fire hose with nozzle to full extension, and to lift a charged 1.5 inch diameter fire hose to firefighting position.
- Is physically able to put on a Personal Flotation Device (PFD) without assistance from another individual.
- Is capable of normal conversation in English.
- Is able to intermittently stand on feet for up to four hours with minimal rest periods.
- Must have no physical limitations that would hinder or prevent the performance of duties.
- Must have no limitation of motion.

Senses:

- Is able to react to visual alarms and instructions.
- Is able to react to audible alarms and instructions.

Vision:

- Ability to adjust focus, depth perception, peripheral vision.
- Distance vision and close vision must be in accordance to ILO: Vision required for ship's navigation (e.g., chart and nautical publication reference, use of bridge instrumentation and equipment, and identification of aids to navigation)
- Normal Vision required to perform all necessary functions in darkness without compromise
- Color perception must be intact for Deck/Engine Watch standing officers.
- Vision required reading instruments in close proximity, to operate equipment, and to identify systems/components as Necessary.

Upper Body:

- Is able to move their shoulders, elbows & wrists (without disease, injury): bending, extending, move their arms away from the midline of the body, rotating.
- Is able to grasp and manipulate common tools such as wrenches, hammers, screwdrivers and pliers.
- Is able to crouch, kneel and crawl.
- Is able to distinguish differences in texture and temperature by feel.
- Is able to elevate their shoulder joint forward and move his arms away from the midline of the body
- Is able to flex their elbow joint and extend his arm completely.
- Is able to move their wrist completely and able to sustain weights of 55 pounds.
- Is able to move their hand up and down 45 degrees / completely.
- Is able to clench fist, pick up a pin, grasp an object or touch tips of at least 3 fingers with thumb.
- Has distal phalanx of either thumb, distal and middle phalanx of an index, middle, or ring finger of either hand, irrespective of the absence or loss of little finger.
- Do not have Scars and deformities of the fingers or hand that are symptomatic or that impair normal function to such a degree as to interfere with the satisfactory performance of sea duty
- Must not have intrinsic paralysis or weakness, including nerve palsy sufficient to produce physical findings in the hand such as muscle atrophy or weakness.

Lower Body:

- Is able to move their hips, knees & ankles (without disease, injury): bending, extending, move their legs away from the midline of the body, rotating.
- Must not have Plantar fasciitis.
- Must not have loose or foreign bodies within the knee joint.

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- Must not have physical findings of an unstable or internally deranged joint.
- Must not have history of uncorrected anterior or posterior cruciate ligament injury.
- Must not have surgical correction of any knee ligaments if symptomatic or unstable.
- Must not have history of congenital dislocation of the hip, osteochondritis of the hip (Legg-Perthes disease), or slipped femoral epiphysis of the hip.
- Must not have hip dislocation within 2 years before joining the ship.

Work Environment & Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to meet the above physical and health requirements. While performing the duties of this job the employee is regularly required to meet the above physical and health requirements.

This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.