

## P O S I T I O N   D E S C R I P T I O N

**Position Title:** Crew Manager

**Department:** **Sub-Department:**

**Reports To:** Hotel Manager, Food Manager/ BSSL F&B Manager, Shore side Mgmt

**Direct Reports:** N/A

### Position Summary

The Crew Manager is responsible for establishing, reinforcing and maintaining the company service culture by conducting structured training and development programs, and to help improve company efficiencies and financial results through improved staff development.

### Essential Duties and Responsibilities

#### Operational

- Help develop, implement and deliver training programs within the organization.
- Plan the implementation and facilitation of crew activities and events.
- Oversee production and distribution of training materials and other resources to ensure that operations are managed within authorized budgets.
- Produce appropriate feedback to Hotel Manager and all BSSL departments regarding service standards and training (both required and delivered).
- Facilitate actions and appropriate response regarding Crew Welfare/Wellbeing issues.
- Liaise with Crew Purser and BSSL operations concerning crew rotations and pertaining to available berthing.
- Liaises with Heads of Departments and crew to monitor implementation and effectiveness of training.
- Commit to the company training philosophy and reinforces the same to all company personnel through regular engagement and verbal testing of the crew during rounding.
- Provide appropriate feedback to the company regarding all matters T&D for the purpose of improving the training programs.
- Record and update all training on the Apollo/BSSL HR System (if available).
- Record and update training documents and file necessary paperwork to record all trainings for auditing.
- Maintain crew training facilities/rooms and associated equipment, either stationary or portable.
- Facilitate accurate information flow to senior on board management concerning any crew welfare or wellbeing issues.
- Chair the Crew Welfare Committee, ensuring that it is conducted in a business-like manner and is suitably represented by all departments.
- Schedule the CWC meeting, set the agenda, record and disseminate the minutes of the meeting and ensure timely and appropriate follow up via on board Management.
- Develop, implement and manage crew recognition programs. And confer with department heads to arrange appropriate rewards in line with current on board directives and programs.

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- Assign cabins for all sign-on crew.
- Change cabin assignments when necessary.
- Maintain an updated full cabin assignment list for all the ship and distribute as required on a cruise-by-cruise basis.
- Provide timely communiqués for on board Hotel Management regarding training issues.
- Update crew notice boards with current, relevant news and information.
- Arrange crew social events, excursions, etc., encouraging the involvement of department heads in crew welfare and relaxation opportunities.
- Produce an informative and entertaining monthly crew newsletter, encouraging contributions from management and crew.
- Distribute copies of crew newsletter to crew and crew common areas.
- Welcome crew during sign on, issue appropriate paperwork and handouts (Welcome aboard booklet, pin, cabin keys, name badges, etc.) in conjunction with Crew Purser.
- Assist the Crew Purser whenever possible.
- Organize the necessary arrangements for the Department Heads or assigned department representative to meet and greet their new sign on crew.
- Conduct regular audits and inspections of crew areas (with or without other departmental managers) on behalf of the crew, to check for cleanliness, health and safety issues, non-working items, or missing items.
- Follow up on required repairs and maintenance.
- Record results of each inspection.
- Conduct regular audits and inspections of customer service areas (with or without other departmental managers) to check company customer service standards are being met.
- Record results of each inspection.
- Comply an End of Cruise report and distribute per Apollo/BSSL directive.

#### **Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

#### **Financial**

- N/A

#### **Safety Responsibilities**

- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program.
- Comply with Marella Cruises' Operating Procedures Resources.

#### **Other Duties and Responsibilities**

- As assigned

### **Qualifications**

**Knowledge, experience, skill, and/or ability**

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Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Fluency in additional language(s)

**Required computer skills**

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Apollo Solution.

**Education/experience/certifications**

- High School education or better.
- Minimum of three years Purser-related experience on ships.
- Equivalent combination of education and experience.
- Experience in training or teaching, public speaking.

**Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

**Math Ability:**

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

**Work Environment & Physical Demands:**

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- 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
  - Stand
  - Use hands to finger, handle, or feel;
  - Reach with hands and arms;
  - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

**Vision Requirements:**

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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