

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

**Position Title:** Crew Purser

**Department:**

**Sub-Department:**

**Reports To:** Chief Purser (shipboard), BSSL Operations (shore side)

**Direct Reports:** N/A

### Position Summary

The crew Purser is responsible for the smooth clearance of all crew in all ports of call, adhering to all local Port and Marella Cruises requirements, especially regarding sign on/off of crew.

### Essential Duties and Responsibilities

#### Operational

- Ensure accurate financial reporting.
- Ensure accurate crew manifests and crew systems as required.
- Enable accurate information flow to senior on board management concerning any crew concerns and or welfare issues.
- Liaise with BSSL operations concerning crew rotations.
- Conduct sign on and sign off process for crewmembers joining and leaving, ensuring all documentation required by vessel, flag state, and employing company is completed.
- Ensure that all required certifications are held by the new crewmembers joining.
- Maintain accurate crew manifest, ensuring that all information shown is correct and up to date.
- Maintain lists of document expiration dates, and ensure that crewmembers renew documents where necessary, or sign off the vessel prior to expiration.
- Communicate with shore-side offices for BSSL crew regarding crew requests, transportation needs, etc.
- Manage cost control to ensure that all charges for transportation, ground expenses, etc are collected from crew signing off on-scheduled movement (i.e. terminations, resignations).
- Confirm that all crew are onboard prior to sailing from each port, checking approximately 45 minutes prior to sailing time to see if crew are outstanding and checking to see if crew are onboard or not.
- Advise Purser in charge that all crew are onboard 30 minutes prior to leaving each port.
- Send visa requests for sign off crew to port agent in relevant port within the time frame required, and ensuring that visas are issued.
- Assist crewmembers with application for seaman's books in special cases where they need to make applications while onboard.
- Assist crewmembers with arranging travel via third party travel agencies for non- scheduled movement (resignations, special itineraries, etc).

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- Assist crewmembers with information regarding sign off date, flight details, and vacation plans.
- Provide general information to crewmembers, including ships itinerary, port agent addresses, etc.
- Assist crewmembers tracking lost luggage.
- Assist Crew with Hiring Discrepancy forms.
- Work closely with onboard management when and where appropriate, and help in alleviating any crew problems.
- Other duties as directed by Chief Purser.

### **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 his/her 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**

#### 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, especially one from a large contingent of crewmembers (e.g.. Indonesian, Filipino) is an advantage.

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**Required computer skills**

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Understanding of BSSL Payroll system

**Education/experience/certifications**

- High School education or better.
- Minimum of three years Purser related experience on ships, or other related experience.
- Equivalent combination of education and experience.

**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:**

- 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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