

Job Description

JOB TITLE: Senior Client Service Officer II

REPORTS TO: Principal Surveyor, (UK)

PAY GRADE PER ANNUM: H

DIVISION/SECTION: Global Safety & Compliance (GS&C)

LAST UPDATED: February 2020

SALARY SCALE: £26,520 – £35,040

MACI Vision

To be the leading maritime administration in the provision of exceptional service to the global shipping community.

MACI Mission

To facilitate the development of the Cayman Islands as a premier international maritime center, whilst promoting compliance with international standards, regional agreements and domestic legislation in the areas of maritime safety and security, pollution prevention, and social responsibility.

Job Role:

The post holder reports to a Principal Surveyor in the Global Director Safety & Compliance (S&C) of the Maritime Authority of the Cayman Islands (MACI). The key functions of this post include but are not limited to:

1. Scheduling of surveys, audits and inspections on vessels registered with the Cayman Islands along with the companies.
2. Prepare statutory certification and all other relevant documentation pertaining to vessel operations;
3. Provide administrative support to the Global Safety & Compliance section;
4. Assist with the office accounting functions using the MACI's software or other approved systems;
5. Assist with the preparation of statistics and reports as required; and
6. Perform any other duties as requested from time to time by the Principal Surveyor; Global Director Safety & Compliance or Designate.

Functions:

1. Manage, monitor and process all survey/audit/inspection/authorisation requests received in the Survey Planning inbox;
2. Record and maintain accurate details of scheduled surveys/audits/inspections on the Survey Planning Spreadsheet;
3. Check available surveyors are suitably authorised for the applicable job against the 'REG Central Authorisation Record';
4. Process, issue and monitor authorisations for existing vessels and companies;
5. Obtain completed/signed 'Request for Services' (RfS) forms for each job and save to the relevant folder;
6. Create and assign job numbers for Surveyors confirmed jobs, existing and newbuilds;
7. Cross check the billing details from each RfS against the client updating where necessary;
8. Perform an outstanding fee check for all job requests and new-build attendances;
9. Assist with client aged debt; monitor and follow up outstanding fees with clients, recording data on the Survey Planning Spreadsheet;
10. Calculate and produce monthly KPI reports for survey requests and delegated jobs;
11. Process New- Build vessel contracts;
12. Appropriately file surveyor report submissions for review;
13. If required assist with Crew Compliance queries and process urgent applications/documentation;
14. Produce an annual summary of surveyor activity for monitoring/recording purposes; and
15. Perform any other duties, including assisting the Survey & Compliance team, particularly during leave and peak times, as requested from time-to-time by the Global Director Safety & Compliance, CEO or Designate.

Levels of Authority:

There is no level of authority for this position.

Reporting Requirements:

Reporting requirements as reflected within the Key Performance Indicator table.

Limitations:

In instances where the post holder is unable to influence the aspirational global targets of MACI, an interim target may be set by mutual agreement of the post holder and Global Director Safety & Compliance.

The post holder may be required to travel occasionally for reasons considered necessary as required by the CEO or his Designate.

Qualifications and Experience:

To perform this job successfully, the post holder must be able to perform each essential duty satisfactorily. The requirements contained within this Job Description are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Level II Post

Associate Degree or (equivalent qualification), with two (2) years post graduate related managerial experience.

Knowledge and Skills:

1. Sound language, analytical, presentation and IT skills;
 2. Ability to write reports, business correspondence, and procedure manuals/checklists;
 3. Strong leadership skills with the ability to work within a cohesive team;
 4. Strong project management skills;
 5. Strong organisational, prioritisation and detail-oriented skills within established procedures;
 6. Ability to handle emergencies and mitigate potential risks for events; and
 7. Strong public relations crisis management skills.
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Competencies:

The following competencies are required:

1. **Professionalism** – complies with MACI's Handbook, acts with integrity and shows respect;
2. **Quality of Work** – consistently produces work that is thorough, accurate, relevant, timely and in accordance with MACI/Sectional policies, procedures and best practices;
3. **Communication** - effectively, professionally and comprehensively communicates, both orally and in writing, with colleagues, licensees and a large cross-section of industry representatives in a timely and helpful manner;
4. **Team success** - is a cooperative, helpful, and constructive member of the team who- willingly shares opinions, ideas and makes suggestions on how to improve processes and service;
5. **Time Management** - effectively plans, coordinates, and seeks the most efficient methods to schedule, prioritise and complete assignments within deadlines.
6. **Customer excellence** - builds positive relationships with internal and external customers by determining their specific needs and responding in a timely, professional and courteous manner at all times;
7. **Continuous Improvement** – constantly learning and developing individual skills and identifies and embraces changes to improve processes and practices within the organisation; and
8. **Confidentiality** – must not for any reason, disclose any confidential information relating to the affairs of MACI and the employees of MACI, even inadvertently (through grapevine conversations in elevators or elsewhere), to any unauthorised persons in or outside of MACI.

Supervisory Responsibility

There is no supervisory responsibility for this position.

Organisational Chart:

Available to successful applicant.

Job Evaluation Factors:

The Job Evaluation Factors are derived through a combination of the Key Performance Indicators and Targets. These determine the classification, pay band, and expected level of performance of each position. Section Heads should consider these as tools when evaluating the performance of their direct reports.

Key Performance Indicators and Targets

1. The following are the Key Performance Indicators and Targets specific to this position. Other duties and/or tasks/special projects may be assigned from time-to-time.
2. Performance evaluations are based on the job requirement contained in this Job Description and Employee Office Policies and Procedures Handbook.
3. Performance evaluations will also be based on the level of achievement for each Target which will determine the post holder's job performance rating.

Individual Targets	Target Achieved	Notes
1. Respond to survey/audit/inspection requests within 2 working days (KPI)		
2. Calculate monthly KPI's from the EMEA Survey Planning Spreadsheet, update KPI Survey Board and Certificate Log, report to line manager within 5 working days of new month		
3. Obtain one Client Satisfaction Survey for each active surveyor for each quarter		

There is a 5-day tiered grace period for all Key Performance Indicators (KPI).

Acceptance

Accepted by (Employee)
Senior Client Service Officer II (Survey Coordinator)

Date

Authorised by
Principal Surveyor

Date

Authorised by
Global Director, Safety & Compliance

Date