

Job Description



Job Description

Position: Crewing Coordinator

Reporting to: Head of Crewing

Salary: DOE

This role combines working operationally to deliver cruise management services to nominated clients and assisting Manager and Senior roles with additional duties where required.

- Administration of all Seafarer's records, ensuring that they are all in compliance with ISO 9001, STCW, ISM, MLC & current legislation.
- Administering and tracking Seafarer's progress at all times.
- Administering all medical records and arranging medicals as required.
- Arrange any STCW training that may be required for crew as per client's training matrix.
- Arranging Seafarer's flights as per client requirements & liaising with relevant travel entities.
- Liaison with Port Agents as necessary.
- Distribution of joining instructions, contractual paperwork, and travel details to all Seafarers as required.
- Application and distribution of relevant Flag State documents (certificates and Seaman's Books).
- Applying for visas and travel documentation as needed.
- Check and process any crew expenses and liaise with the client for any queries.
- Contact with Seafarers, clients, suppliers, members of the public, and other organisations.
- Arrange UPS or Royal Mail deliveries where required.
- Produce monthly payroll invoices and liaise with clients as well as dealing with any payroll issues/queries that may arise.
- Report to the Manager or Senior Coordinator if any issues arise with any client.

In addition to the specific responsibilities of this role, the individual will need to:

- Gain an understanding of the overall office structure, and other clients to be able to assist and manage.
- Undertake such other duties as may be required commensurate with the person's level in the organisation.
- Communicate and consult with staff and superiors.
- Prepare and disseminate information from other persons within the organisation.
- Provide assistance to other staff as required.
- Check and reply to all emails on a daily basis.
- Be aware of the incoming/outgoing post systems including courier services.
- Assist with courses at the Maritime Skills Academy where required, where possible.

Updated – November 2022