

International Cruise Services, Inc.

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

Position Title: **HR Coordinator "R" Class**

Department: **Finance and Administration** Sub-Department **Management**

Reports To: **Hotel Controller**

Direct Reports:

Position summary

To perform all administrative services on any designated ICS operated Vessel within the Oceania Cruises branch. Providing a professional and reliable ICS financial, administrative service onboard. Responsible of operating and maintaining accurately the payroll system. Including all relevant charges and capturing any other incomes. Assisting the HC with the PPS in terms of documentation and reports. Responsible for all crew movement, rotation and maintenance of the crew list. Assisting all HOD's with scheduling issues.

The jobholder should include the ability to:

- Efficient, prompt and accurate overall Administration.
- Accurate, prompt reporting and verification based on the documentation requirement.
- Communicating all relevant information to the HC and HOD's.

Essential duties and responsibilities

Operational

- Communicating with crew purser, also operating Fidelio, in order to obtain and enter in the system all crew charges form on board revenue activities.
- Verifying and entering Allotment charges in the system.
- Communicating directly to the PH agents and updating the Amendment form.
- Verifying and entering all repatriation withholding charges in the System, or any other charges notified from Head Office.
- Obtaining, verifying and entering all other incomes in the system, (bar commissions, position changes, refund of repatriation deposits, travel days).
- Generating Mid Cash Advance once all above financial information is verified and accurately entered in the system.
- Producing and maintaining all signed sheets for all financial payroll related transactions.
- Preparing, updating and generating minor payrolls for all sign off's, which include, where applicable, allotment, repatriation, crew charges, and other incomes.

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- Printing pay slips, providing one copy before the PPS upload, obtaining signed copy for cash on board pay outs not via PPS.
- Printing pay slips and obtaining signatures, 2 copies or Master list.
- Closing any Minor Payrolls before Generating End of Month Major Payroll, which include Basic pay, gratuities and commissions, overtime, any other income, and other charges, less any other pay offs during the month.
- Generating Detailed Payroll Report by department, which is to be included with the rest of the final payroll paper work.
- Obtaining all relevant information from HK, D/R and Beverage operations, in order to update the Gratuity Template and submit to HC for final review.
- Generating payroll batch (Gratuities, end of month payroll) which is communicated to HO, in order the PPS accounts to be credited.
- Producing and communicating daily, for verification, the Time and Attendance Report (TAR) per department.
- Manually making adjustments in the system once the daily amended TAR sheets are submitted.
- Removing all unmatched time recordings.
- Confirming in the system, once all corrections are made, including the Galley department.
- Monitoring, logging and communicating, repeated recording TAR violators. Via the TAR Matrix.
- Generating and communicating daily detailed report with Over Time totals per department by crew member.
- Updating any time changes in the TAR system.
- Explaining in detail to new joiners the T&A program.
- Working hours (shift hours) to be tracked according to the actual hours worked. Regardless ranking and position. All ICS crew members are to participate.
- Monitoring and communicating Rest Hours compliance.
- Locations of electronic time clock devise recorders where the exact working and rest hours are recorded. As per work schedules. Crew members that need to work longer have to report it to their immediate supervisor.
- All crew members are to work 300 per calendar month. Any hours recorded in addition to the 300 hr, as subject to Over Time payouts pending on the contract of each individual crew member and position.
- Activation of crew card is need. Crew members need to carry their crew card at all times.
- Crew members should NOT, swipe other c/m's cards, count supplementing hours as OT, when receiving payment for it, swipe in while going for break.
- What is considered working hours.
- What is considered non-working hours.
- Where to address complaints and questions.
- Zero tolerance policy, disciplinary action is to be taken.
- Handing out the Time and Attendance Information Sheet, which needs to be read and understood, signed and handed back to the AAHR. One copy is to be kept by the crew member.
- Explaining in detail to all new users the PPS and Western Union system.
- How to log in for the first time.
- What passwords are to be used for the first time.
- How to create a beneficiary.
- How to enter payment details.
- How to order a wire.
- How to print or down load a receipt.
- Assisting HC and HRCO with unloading payments form PPS, during pay out sessions, by operating the PPS VT. Fully accountable for the cash unloaded.
- Assisting the HC and HRCO with missing IN/Out transactions.

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- Performing crew In and Out spot checks.
- Updating the time changes in Apollo Solution due to the different time zones.
- Generating EOM TAR reports for signature, both work and rest hours.
- Manually operating the Virtual Terminal in order to unload amounts to crew members.
- Printing PPS receipts and keeping one signed copy of each transaction.
- Generate PPS End Of day Transaction Report, which matches with the total unload amounts.
- Responsible for the PPS equipment.
- Keeping PPS VT passwords strictly confidential.
- Handling cash which has to be accounted for and balanced at the end of the PPS unload session, with all necessary supporting documentation which is handed back to the HC.
- Providing supporting documentation for the HC's cash book.
- Printing and issuing Letter of Employment, for sign off crew as instructed from Head Office.
- Welcoming and processing sign on, collecting appropriate documentation, which are distributed for verification to respective departments (Medical, Marine Certification STCW, photo copy ships registry / national seaman's book, maternity policy signed by female crew members, sexual harassment policy signed by c/m's after their initial training), employment contract produced and signed by the crew member, two copies.
- Maintaining Human Recourses files.
- Ensuring that all written warnings and verbal counseling's are filed and communicated to the HOD's and HO.
- Filing all evaluations and communicating them to the HO.
- Effectively communicating all crew movement and all crew related concerns.
- Forwarding and communicating all special requests to HO, ensuring effective communication back to the crew members and the respective HOD's.
- Maintaining and posting regular office hours.
- Communicating to Head Office if there are any discrepancies concerning the appropriate sign on documentation, including salary disputes.
- Handling any crew welfare administration duties.
- Fully responsible for the crew surveys.
- Conduct PPS presentation for all newly joined crew, including Western Union, and ensuring all crew have enrolled.
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Training & Development

- Attends all meetings, training activities, courses and all other work-related activities as required.
- Mentors, develops and provides on-the-job training to subordinates to strengthen their current performance and preparation for future advancement.
- Performs various trainings in order to ensure that all crew members are aware of all matters.

Financial

No applicable.

Safety Responsibilities

- Ensure that all safety procedures are adhered to, cooperating with the Staff Captain in the Ship's Safety Program at all times and that they all follow the Ships' Rules & Regulations.

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Resources

- Must be familiar with the Fleet Administration Manual, Supply Chain Manual, Systems Application Manual, Human Resources Manual and Shipboard Training.
- Required to liaise with HR Scheduling Manager after each crew movement and to send the updated crew rotation list to all personnel involved.
- Maintain a high level of crew morale within the administration dept. ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

Other Duties and Responsibilities (Other duties may be assigned).

- To keep the F&B Manager and HOD promptly and fully informed of all relevant matters.
- To ensure confidentiality when handling sensitive information.
- To achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.
- To project a favorable image, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor.
- To comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- To participate in all mandatory training without excuse.
- To efficiently perform all other duties as requested by shipboard management or shore side.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- 5 years of experience in the Human resource fields of luxury hotels and cruise line brands.
- At least 5 years of experience as HR admin, payroll manager. in a well-recognized luxury hospitality establishment or upscale cruise line.
- Excellent understanding of HR Issue and payroll.

Preferred

- Cruise Ship Experience.

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Required computer skills

- Microsoft Office Suite 2003 and higher (Word, Excel, Outlook).
- Basic Windows XP, Vista and Windows 7 Operating Platform knowledge.
- Possess sufficient computer knowledge in order to use the company software.

Education/experience/certifications

- High School Diploma or international equivalent.
- Diploma in Accounting and or HR Management.
- STCW.

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 (20 kilograms) without assistance.

The vision requirements include:

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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