

## Job description

<b>Position:</b>	<b>Purser</b>
<b>Department:</b>	<b>Administration</b>
<b>Superior on board:</b>	<b>Hotel Manager</b>

### Job summary:

- Head of administration
- Responsible for implementation and maintenance of the quality and accounting standards, rules and regulations in the Administration department as laid down in the Hotel Management Manual.
- Responsible for the adherence of all specified written regulations, verbal instructions and tasks given by the shore side Hotel Operations and the Hotel Manager.
- Responsible for the Ship's Clearance, Ship's Cashbook, Passengers' / Crew accounting, Reception (Front Office / Back Office), Crew List, Ship's Certificates.
- Reports to the Hotel Manager for all matters relating to the Purser Desk Operation and to manage efficiently all financial details for all passenger and crew service issues aboard the Ship.
- Know and adhere to company regulations, SOP's and ISM, especially where relevant to the Ships Operation.
- To constantly operate in the interests of the Owner and Supplier.
- Maintain an accurate and up to date manual for completion of responsibilities as laid out in job description.
- Perform the end of cruise reports and analysis according to the preset scheme.
- Deal with any passenger queries regarding accounting matters.
- Oversees the supervision of Passenger Service at the Front Desk.
- Supervision of the Crew Purser,
- Oversees passenger embarkation and disembarkation and medical disembarks.
- Always available as a contact and to motivate the crew in the department.
- Responsibility for the careful handling of all equipment and machinery in the department.
- Responsible for planning, organising, delegating special functions in the department.
- Organise vacation schedules in the Administration department together with Hotel Manager.

### Qualification:

- Several years experience in accounting and administration.
- Experience in managing complaints.
- Computer knowledge of the relevant IT systems and Word, Excel, Email
- Fluent in English, written and spoken and if possible knowledge of additional foreign language.
- Training skills within the hotel business or on board cruise ship experience.

### Job requirements:

- Minimum age 27
- Ability to work under duress and on own initiative, Good decision maker
- Reliable, trustworthy person, maintaining confidentially
- Administrational skills, costs, currencies and quality awareness
- Self assured and calm manner towards staff, passengers and authorities
- Good leadership skills, capable of motivation, Service and Quality orientated
- Good communication skills.

- Well groomed and of clean appearance.

**Area of responsibility:**

- Immediate superior to all members of the Administration department
- As head of administration directly responsible for the implementation and maintenance of the quality and accounting standards, rules and regulations in the Administration department as laid down in the Hotel Management Manual as well as the adherence to all specified written regulations, verbal instructions and tasks given by the shore side Hotel Operations and the Hotel Manager.
- Responsible for the Ship's Clearance, Ship's Cashbook, Passengers' / Crew accounting, Reception (Front Office / Back Office), Crew List, Ship's Certificates.

**Deputy in case of absence:**

Hotel Manager