



Position Title: Documentation Officer

Reports To: Guest Relations Manager

Direct Reports: N/A

Last Revision Date: February, 2015

POSITION SUMMARY

Responsible for ensuring that all Immigration and Customs regulations are followed and that all documentation required by various Port Authorities/Agencies is in proper order. This position is also responsible for coordinating the ship clearance (for guests and crewmembers) in the various ports of call.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Azamara Club Cruises' mission of sustaining an upmarket cruise experience with a destination-driven brand image. All duties and responsibilities are to be performed in accordance with the AMAZE Standards, Safety is Everybody's Business, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

- I. Participates in the embarkation process by collecting immigration documentation such as passports, Alien Resident Cards (ARC), etc. to determine validity of documents. Refers unusual documentation to **Guest Relations Manager** and/or Port Agent for final approval or denial.
- II. Audits immigration information entered in computer system by pier staff. Collects missing information by directly contacting guests.
- III. Prior to sailing, prepares departure manifests and forwards to appropriate immigration officials and shore side personnel.
- IV. Ensures all documentation is prepared accurately and according to regulation to avoid fines. Informs management of discrepancies that may delay clearance.
- V. Prior to arrival, prepares arrival manifest and forwards to appropriate immigration officials and shore side personnel.
- VI. Ensures all documentation is prepared according to regulations, and accurately to avoid fines. Informs management of discrepancies that may hinder the process.

- VII. Meets port agents and customs and immigration officials at the gangway at all ports to deliver documentation to clear the ship. Maintains a professional working relationship with port agents and customs and immigration officials.
- VIII. Receives completed Landed Goods Advice (LGA) with appropriate disposition instructions in accordance with customs procedures.
- IX. Prepares a variety of reports and letters utilizing personal computer system and equipment.
- X. Maintains current working knowledge of customs and immigration regulations and procedures.
- XI. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
- XII. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with
- XIII. inquiries.
- XIV. Attends meetings, training activities, courses and all other work-related activities as required.
- XV. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor or management.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of two years experience in an upscale hotel, resort or cruise ship.
- Superior customer service, interpersonal, conflict resolution and oral communication skills.
- Ability to operate basic office equipment, including telephones, computers and copy machines.
- Working knowledge of computers, internet access, and the ability to navigate within a variety software packages such as Excel, Word, and PowerPoint.
- Ability to perform basic math functions with regard to Customs and Immigration procedures.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of at least two contracts as **Guest Relations Officer** with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with co-workers, guests, etc.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.