

Date of Issue/Rev: 2013-01-23 Rev – No: 0 Full Document Code: TUI C – FOM –02.03.02.(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: CHAPTER:	JOB DESCRIPTION HUMAN RESOURCES MANAGEMENT
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Area: 02.03. HR
Subject: JOB DESCRIPTION
CREW
ADMINISTRATOR
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Position: Crew Administrator

Department: Hotel

Rank: Officer – 2 Silver stripes

Immediate superior on board: Human Resources Manager

1. Responsibility

Ensuring of a high quality administration and service in the HR Department in compliance with the safety, health, environmental and service standards, the TUI Cruises philosophy, administrative standards, and board orders and considering of the crew wishes and implementation of company policies.

- (1) Responsible for Crew and Staff clearance.
- (2) Responsible for the smooth and up-to-standard work flow in Crew Administration, including all organisational and administrative tasks.
- (3) Close cooperation with the HR Manager, including reporting at regular intervals and timely attendance (written reports!) of all conflicts and disturbances in the work flow.
- (4) Contact person for all crew and staff members in case of problems and complaints regarding crew administration and finance.
- (5) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc...
- (6) Knowledge of the assigned security roll number (from the ship's articles) and the assigned duties in case of an emergency.
- (7) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards.
- (8) Always aim at continuous improvement.
- (9) During shipyard times, additional tasks have to be fulfilled if required.
- (10) Active implementation of the philosophy behind the product.
- (11) Strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUIC Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility.
- (12) Preparation and regular checks of logs and check lists
- (13) Secure the careful handling of the company's properties (responsibility for negligence lies with the employee).
- (14) The Crew Administrator must take over additional tasks on request of his superiors as long as they are in line with his regular duties and absolutely necessary for the smooth work flow in the department.

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- (15) Forward all information about s/off crew (termination, dismissal, resignation, end of contracts, medical leave) to Payroll Purser as per confirmation by HR Manager
- (16) Issuing addendum to contract in regards to position changes, promotion, demotion
- (17) Follow up some important AVO reports to the corresponding departments

2. Qualification / Job experience

- (1) Qualified training in the administrative or personnel line of business, preferably in a Hotel.
- (2) Many years of job experience at the Reception or in Personnel; preferably on board a cruise vessel.
- (3) Distinct economical, budget-orientated thinking; ability to analyse and explain business targets
- (4) Business fluent in written and spoken German and English; another language would be welcome.
- (5) Experience in complaint management
- (6) Living up to service
- (7) Very good IT knowledge, especially in MS Office, Rescom, OCS-System, Word, Excel
- (8) Good educational background

3. Personal requirements

- (1) Minimum age 26
- (2) Management skills, authority, flexibility and organising ability, sensitivity
- (3) Integrity
- (4) Poise, very good manners
- (5) Cost and quality awareness
- (6) Good communicator
- (7) Team player
- (8) Ability to work under pressure
- (9) Ability to motivate employees
- (10) Very well groomed appearance

4. Area of responsibility

- (1) Responsible for the work flow in Crew Administration.
- (2) Technical and disciplinary superior to the Document Purser

5. Proxy

Human Resources Manager