

## POSITION DESCRIPTION

<b>Position Title:</b>	Cruise Facility Operations Coordinator	<b>Position No:</b>	CFOC
<b>Position Type:</b>	Permanent Full Time	<b>Classification:</b>	AO7
<b>Location:</b>	Darwin, Northern Territory	<b>Reports to Position:</b>	SMLSO
<b>Reports to:</b>	Senior Manager, Landside Operations & Security	<b>Last Updated:</b>	18.9.24

### POSITION OBJECTIVES

The Cruise Facility Operations Coordinator (CFOC) serves as the primary liaison between Darwin Port Cruise Vessel Terminal, cruise lines and stakeholders. They are responsible for establishing strong relationships with cruise line customers and external contractors. Working closely with Security, Wharf Services and Pilotage teams the CFOC aims to improve the customer arrival experience, optimize turnaround times, and ensure safe service delivery, all while enforcing security regulations.

### MAIN DUTIES/KEY ACCOUNTABILITIES

- Prepare and plan each cruise vessel visit based on Port Control Management System bookings.
- Develop comprehensive berth plans and, in conjunction with the appointed ships agents and ground handler, address the logistical needs in the days prior to arrival and during the vessel's turnaround, ending with the departure formalities.
- Manage relationships and facilitate pre-arrival meetings with internal and external stakeholders, to ensure logistical needs are met for the cruise vessel visit, including ground services, logistics and associated administrative tasks.
- Liaise with the ship's personnel to ensure security, Australian Border Force and Biosecurity requirements are in place.
- Conduct the role of a Port Enforcement Officer in accordance with the appointment under the Ports Management Act NT (2015).
- Maintain strong relationships with federal and NT government regulators and departments such as but not limited to ABF, Home Affairs and DAFF.
- Supervise the organisation of the Darwin Cruise Terminal and outdoor areas to facilitate passenger safety, flow and transit.
- Act as facility manager for the Darwin Cruise Terminal and surrounding areas ensuring that maintenance issues are promptly reported, and contractors are undertaking activities such as cleaning as required.
- Be proactive in seeking out and suggesting improvements in layouts, processes and modification to the Darwin Cruise Terminal and surrounding areas.
- Manage the daily Darwin Port Security and contract security personnel in the screening of passengers and luggage to ensure adherence to security regulations and an on-time departure.
- Conduct the role of the on-scene coordinator during a cruise vessel related incident at the cruise terminal, reporting back to the incident command centre and/or Harbour Control.
- On occasion you may be required to be contactable outside of your ordinary hours of work.
- Contribute positively to continuous improvement activities and initiatives at Darwin Port.
- Other duties as directed by your manager from time to time

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### QUALIFICATIONS & EXPERIENCE

Selection Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Current NT drivers' licence</li> <li>Current MSIC or ability to obtain</li> <li>Diploma in Business, or the equivalent professional training in logistics, Port Management, or a related discipline.</li> <li>Current First Aid Certificate, or ability to obtain</li> <li>Hold a Short-Range Radio Operator's Certificate of Proficiency, or the ability to obtain.</li> </ul>	<ul style="list-style-type: none"> <li>Possess a Certificate III/IV in Security and Risk Management.</li> <li>NT Security Officer Licence</li> <li>Maritime Security Guard and Port Facility Security Officer Certificates</li> <li>Knowledge of Port Management Act NT (2015), AMSA Marine Orders, ISPS Code, Customs Act and Biosecurity.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience in leadership and management of multiple teams and experience in high level customer service</li> <li>Experience in logistics operations.</li> <li>Knowledge of the Maritime Transport and Offshore Facilities Security Act.</li> <li>Knowledge of Australian cruise ports and the Australian in-bound cruise industry.</li> </ul>	<ul style="list-style-type: none"> <li>Five (5) plus years in Security operations.</li> <li>Knowledge and experience of Work Health &amp; Safety principles, including safety and environmental issues relating to a marine environment.</li> <li>Five (5) plus years in cruise ship and/or port operations is required.</li> </ul>

### SKILLS & CAPABILITIES

- Able to display high level of professionalism, honesty and integrity in line with Darwin Port Values
- Self-motivated with excellent time management skills, reliability and attention to detail to ensure work is undertaken with a high level of accuracy with minimum supervision & proactively engage in self-directed learning
- High standard of written and oral communication skills with the ability to communicate positively and effectively with a diverse range of internal and external stakeholders
- Well-developed computer skills, and experience using MS word, Excel, Booking and Asset Management systems
- Ability to identify problems, work autonomously and understand the business needs to address or escalate issues as appropriate
- Ability to apply safe work practices in performing duties and responsibilities and to proactively identify and report and/or resolve potential risks and hazards
- Engages in professional interactions with employees across all organisational levels, fostering a positive and inclusive workplace environment.
- Demonstrates a professional approach in effectively managing challenging customer situations.

### VALUES

Our organisational culture is underpinned by the Darwin Port values of **Teamwork, Respect, Integrity, Honesty and Safety.**

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*You are expected to carry out your position in alignment with the above values. You must comply with all relevant workplace policies, procedures, standards and legislative requirements.*

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