

Deputy General Manager

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Company: Mushawarsolutions

Location: Karachi Division

Category: other-general

“The only way to do great work is to love what you do. If you haven’t found it yet, keep looking. Don’t settle.”— Steve Jobs —CategoryFunctional AreaGeneral

AdministrationLocationJob Type:Full Time/PermanentQualifications Master Mariner, MBA or equivalent Experience3+ years shore experience of crew management & performance development Experience3+ years shore experience of crew management & performance development Offered SalaryMarket CompetitiveJob Description Responsibilities: Formulate and implement appropriate business strategies and plans which enable the crew management center to achieve company objectives. Constantly monitor the business performance of the crew management center. Plan and carry out the appropriate measures to ensure achievement and maximization of crewing targets – employer brand positioning, candidate pipeline, training, crew performance & crew retention. Create a culture where every-one considers the seafarers our most precious asset and works to support them and develop their competencies. Direct the team in identifying and developing high caliber crew, creating new opportunities and developing key relationships. Direct the formulation and implementation of operational policies, procedures and controls covering all areas of the management center activity so that all relevant procedural/legislative requirements are fulfilled while delivering a quality, cost-effective service to internal and external customers. Create a healthy organizational climate and culture, lead and manage a team so that overall crew management center performance is maximized. Continuously communicate company objectives and targets to the team so that overall performance is maximized. Introduce a strong performance management culture, where everyone is clear on their direction, goals and

measurements. Play a key role in recruiting, developing talented senior staff Client Service – 50% weightage Crew Planning - 20% weightage: Monitor and propose 3 monthly crew planner every Friday. Monthly planner submission missed; Nomination of officers and crew in line with standards 15 days prior crew change. Officers and crew nominated by less than 15 days. Crew development and Retention - 10% weightage: Retain officers and crew. Number of officers and crew retained per vessel per year. KPI Target: 85% retention rate. KPI Formulae: Ex/hand officers – total officers onboard. Develop a pool of sailing staff. KPI – Pool of sailing staff. KPI Target: 1 backup for each officer available per vessel. Groom the sailing staff via briefing/de-briefing and conduct open appraisal. KPI – Missed briefings and de-briefings of all joiners. Quality & Crew Development - 20% weightage: We have received complain from Senior sailing staff that quality of deck/engine crew is not good. We need to evaluate all crew onboard & crew on leave. We need to make a pool of competent crew on Vessels*. Induction of competent crew. KPI – Crew disciplinary and competence complaints. KPI Target: 0. KPI – Crew related incidents due to lack of competence. KPI Target: 0. Reduction in crew quality complain. KPI – Crew quality complain from vessel / vessel supr. People – Learning & Development – 10% weightage Promotion of Sailing staff - 10% weightage: Hire promotable candidates with superior certificate and ambition to grow. KPI – Hire candidates with superior certificate. KPI Target: 4 promotions per vessel per year. Groom the sailing staff to perform to their best potential. Identify training needs and provide support. KPI – Identify training requirements. KPI Target: 2 trainee days per man per year. KPI Formula: No. officers * trainee man days / no. of officers onboard Skills Excellent shipping knowledge both commercial and operational Excellent knowledge of local shipping market: shipping regulations/laws, competitors etc. Ability to think strategically and to provide strategic leadership Very good networking, communication and analytical skills

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