

JOB DESCRIPTION

DEPARTMENT: Department of Transport & Support Services

POSITION TITLE: Transport Officer

EMPLOYMENT TYPE: Permanent

REPORT TO: Operations Manager

KEY RELATIONSHIPS: Transport and Support Services Staff, Village Staff, Other Departments Staff, External Agencies, Tokelau Community, Government of Samoa Officials and General Public.

SALARY: Band 3 as per Tokelau Public Service Scale

OVERALL PURPOSE: In accordance with the Tokelau General Fono (GF) and Government Policies and Procedures, the Transport Officer will contribute to the achievement of the Department of Transport's goals in the provision of safe, reliable and efficient transport services. Under the direct supervision of the Operations Manager, the incumbent is responsible for, but not necessarily limited to, the following assigned tasks / duties.

NO	KEY TASKS/DUTIES	KEY RESULTS/OUTCOMES
1	Provide courteous customer service at all times with accurate and relevant information provided to customers.	Customers are served in a courteous and respectful manner. Customers are satisfied with the service provided. No complaints from customers in relation to the service rendered by the Transport Officer. Complaints are recorded and followed through in collaboration with Operations Manager.
2	Arrange passenger reservations	Customer booking enquiries are acknowledged and booking confirmation is conveyed to customers. Passenger fares are correctly calculated and customers are advised accordingly. Tokelau Immigration rules are adhered to at all times by confirming with the Tokelau Immigration Staff that all requirements are met prior confirmation of reservations. Ticket is issued per booking and a summary of bookings per voyage is prepared Accurate and complete passenger lists per voyage are prepared in a timely manner.
3	Collect & receipt passenger fares	All fares payment collected and receipted properly. Receipts are tallied and correspond with cash collection. Prepare accurate and complete passenger fare report and submit to Finance department together with monies on a daily basis. Bookings confirmed ONLY upon receipt of payment, Requisition or Purchase Order.

		<p>Monthly report for all boat fares paid via Requisitions is prepared and submitted to Finance together with Requisitions in the required format and prior the due date.</p>
4	Vessel outward and inward clearance	<p>ETD / ETA Advices (including revised ETDs/ETAs) are distributed to the appropriate authorities in a timely manner.</p> <p>All required approvals from local Authorities are received in a timely manner.</p> <p>No delays in vessel operations and clearances due to absence, inaccurate, incomplete and delayed advices/notification.</p>
5	Passenger outward and inward clearance	<p>Outward passengers are well informed of the check in time.</p> <p>Upon confirmation of official sailing schedule, all local officials are advised of passenger outward and inward clearance times and transport is arranged where and when needed. All officials to be reminded 3-4 hours before incoming and outgoing of vessel/s.</p> <p>Passenger outward (2 hours prior departure) and inward clearance on the wharf is carried out in a well organised and professional manner.</p> <p>Protocols for clearing Dignitaries are adhered to at all times.</p> <p>Local authorities' rules and regulations pertaining to passenger clearance are adhered to at all times.</p> <p>No delays in passenger clearances.</p>
6	Collaborate with Operations Manager the preparation of annual sailing schedules for the approval of the Director.	<p>Annual sailing scheduled developed, approved and distributed.</p> <p>Changes to the annual sailing schedule to be reflected in published schedules.</p>
7	Work collaboratively with Village Transport Officers to ensure timely submission/receipt of complete and accurate information on Apia bound passengers, inter-atoll passengers, and manifests for clearance purposes.	<p>Complete and accurate information (pax and cargo) received in a timely manner (24hrs prior arrival into Apia).</p> <p>Complete and accurate passenger / Cargo manifests are received by respective Support Services Officers at least 24hours prior arrival.</p> <p>No delays in vessel clearance upon arrival due to late, incomplete or inaccurate passenger and/or cargo manifests.</p>
8	Distribution of approved individual sailing schedules with advice on respective operations.	<p>Timely distribution of accurate and complete sailing schedules for each voyage.</p> <p>Schedule for operations are distributed in a timely manner and published on the Public Notices Board.</p>
9	Accurate and complete arrival and departure advices/notices are distributed in a timely manner to all appropriate authorities.	<p>No errors in arrival and departure advices/notices that are sent out.</p>
10	Coordinate the compilation and distribution of voyage reports in the approved template.	<p>Each voyage has an accurate and complete voyage report.</p>

		Voyage reports are signed off by the Operations Manager and distributed no later than 48 hours from arrival into Port.
11	Coordinate the arrangement of fresh water for all vessels when required as per approval and advice from Operations Manager.	All vessels supplied with fresh water at all times.
12	<p>Prepare end of month reports with analysis on various aspects of job for submission to Management. These include but not necessarily limited to:</p> <ul style="list-style-type: none"> i. Quarterly Atoll Aumaga Stevedoring Allowance Summary for Claims ii. Outwards and Inwards Voyage Reports iii. Outwards and Inwards Passenger Reports iv. Fresh Water Consumption Report v. Atoll Aumaga Stevedoring Allowances Report 	<p>All reports prepared and submitted no later than 5 working days after the last working day of the month to be reported.</p> <p>Atoll Aumaga receive their summary no later than 5 working days immediately after the last month of the quarter.</p> <p>All reports are accurate and complete with accompanying attachments/supporting documents.</p> <p>Files are well maintained at all times.</p>

KEY QUALIFICATIONS, EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED

- A relevant Tertiary level qualification (ESSENTIAL).
- At least 2 years relevant experience in a comparable work environment (ESSENTIAL).
- Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel) (ESSENTIAL).
- Good written and oral communications skills in both English and Samoan (ESSENTIAL).
- Ability to work with a team of staff and to set priorities successfully, to work under pressure, with minimal supervision and proven ability to achieve results within tight deadlines (ESSENTIAL).
- Ability and readiness to work overtime (ESSENTIAL).
- Ability to multitask, prioritize, and manage time efficiently (ESSENTIAL).
- Ability to give accurate and precise attention to detail (ESSENTIAL).
- Valid driver's license and able to operate both manual and automatic vehicles (DESIRABLE).
- Knowledge and understanding of the Department's vision, structure, operations and practices (DESIRABLE).
- Knowledge and understanding of Tokelau's strategic vision and development priorities (DESIRABLE).
- Knowledge and understanding of relevant legislation and regulations and their application to the services provided.(DESIRABLE)

SELECTION CRITERIA

In addition to having the above, applicants will be assessed based on interview performance and referees' reports on the following:

- Demonstrated strong interpersonal skills and cultural sensitivity;
- Strong analytical and problem solving skills;
- Good level of initiative and motivation;
- Good organisational abilities;
- Honesty, Integrity, Accuracy and Transparency;
- Willingness to travel and work in Tokelau as required to implement the Department's work programme;
- Flexibility and willingness to assist with a variety of other tasks within the Department as required.