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|  | **JOB OPENING – REQUISITION FORM** | **23.04.2017** |  |
|  |  |  |  |  |
| **Sr.** | **Heads** | **Details** |  |  |
| **No.** |  |  |  |  |
| 1. | Name of Employer | Hapag-Lloyd India Pvt Ltd |  |  |
|  |  |  |  |  |
| 2. | Nature of Business | Shipping Agent |  |  |
|  |  |  |  |
|  |  |  |  |  |
| 3. | Postal Address | Hapag-Lloyd India Pvt. Ltd. |  |  |
|  |  | Satellite Gazebo, 403-404, A wing |  |
|  |  | Guru Hargovindji Marg, Chakala, Andheri (East) |  |
|  |  | Mumbai - 400 093 |  |  |
|  |  |  |  |  |
| 4. | Tele., E-mail & Website | 022- 67812700 |  |  |
|  |  |  [https://www.hapag-lloyd.com/en/home.htm](https://www.hapag-lloyd.com/en/home.html)l |  |
|  |  |  |  |  |
| 5. | Contact person’s name, designation, Tele. | Priyanka Mungekar |  |  |
|  | No. & e-mail | HR Specialist |  |  |
|  |  | HR SpecialistPriyanka.Mungekar@hlag.com |  |
|  |  |  |  |  |
| 6. | Vacancy description : |  |  |  |
|  | .1 Position including nature of work | Senior Manager - Operations |  |  |
|  |  |  |  |  |
|  | .2 Number of vacancies | 1 Position |  |  |
|  |  |  |  |
|  | .3 Approx. monthly compensation & | As per company Norms and Management Decision. |  |
|  | other benefits | Candidates EXP CTC – Max 22 Lakhs Per Annum |  |
|  |  |  |  |  |
|  | .4 Location of Employment | Chennai |  |  |
|  |  |  |  |  |
|  | .5 Any other details | Job Description enclosed |  |  |
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**Role Description:**

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| --- | --- | --- | --- |
| **POSITION TITLE (and level):** | **DEPARTMENT:** | **LOCATION:** |  |
| SENIOR OPERATIONS MANAGER | OPERATIONS | CHENNAI |  |
|  |  |  |
|  |  |  |  |

**1. Main Objectives of this position:**



The main purpose of the position is to manage the Operations Department. The job descriptions vary considerably and the role required has emphasis on following aspects: Operations, Commercial & Legal activities through.

**2. Function and duties:**



**Operations Management** with main objective of cost control / saving, prevent operational loss therebycontributing towards our organization’s profits –

* Efficiently plan and manage all vessels to ensure optimum use of allocation, smooth berthing and faster turn-around of the vessel.
* Manage vessel & Port operations – maintain good liaison / communication with vessel planners,

Terminal operators, feeder’s and partner operator’s. Ensure team liaison also.

* Supervise & ensure timely submission of load/discharge files to port & customs in compliance with local requirements and HL guidelines to avoid any fines / penalties.
* Ensure quick trans-shipment to feeder destinations.
* Attend to damages of laden and empty equipments and take appropriate operational measures to resolve the problem in order to avoid or reduce loss.
* Equipment Management & Steering – plan and steer the equipment as per HL guidelines to minimize any storage costs, monitor equipment turn-around time and initiate timely & appropriate measures for clearance of the same as well as ensure cost-recoveries as applicable.
* Monitor import pendency at ports and provide alternate solutions to mitigate/eliminate delays and ensure all additional costs are recovered.
* Handle hazmat operations.
* Prepare break bulk costing & quotations and handle discharge / loading operations / delivery of the cargo.
* Provide costing for shipments under carrier’s haulage / add-on services for door-delivery.
* Transport Exception management.
* Liaise with port authorities for day-to-day operations, smooth berthing & completion of the vessels, billing audits & re-negotiate for cost reduction for one-of occurrences.
* Develop road transport, surveyor and other operational vendors & finalize commercial contracts with them.
* Monitor any tariff increase by Govt. bodies and implement the same along with recovery measures in consultation with Sr. Management.
* Initiate cost-saving & revenue measures, as and when possible,
* Liaise with vendors, other locations / areas / regions and Govt. Authorities including Port & Customs, Courts, Chamber of Commerce, Federal Authorities like FANR etc. for Operational, Regulatory & Policy matters/approvals in all relevant territories and countries, as necessary.
* Monitor & approve operational work orders in SAP and FIS.
* M & R tariff maintenance in MARS - HL inspector for MnR with cost approval.
* Arrange container sale, if required, as per guidelines from HL SIN / HAM EQ Management.
* Handle OPSSS for HL Dubai including creation of vendor contracts in SAP, TRACO updation and maintenance.
* SAP & FIS work order confirmation / approval.
* Constant review of vendor capabilities and obtaining market intelligence about vendors operating with other lines.
* Evaluate vendors as per QEM requirements.
* Perform cost accruals and analysis.
* KPI analysis and implement measures for cost control (in consultation with Ops Director)
* Ensure Departmental KPI are achieved.
* Provide guidance to sales team on implications of contracts or tenders & provide cost-components for

appropriate costing.

 Align work processes as per HLAG workflows including benchmarkingasperPREXKPI’sguidelines.

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**Claims, Auctions & Cargo Disposals - Handling Claims related to port and vessels (on-board or terminal activities like leaking containers etc.), auctions, cargo disposals, to protect the interests of our organization**.

* Handle all vessel & equipment claims to prevent / mitigate loss for HL.
* Convoke liable parties within time limit.
* Take appropriate measures to resolve/settle the claim as per guidelines from HL Corporate Risk Management / Legal Departments and International Shipping Procedures.
* Liaise with Underwriters, Surveyors, P&I Clubs & all related parties for all matters till closure of the file.
* Handle Legal matters in consultation with Sr. Management and HL Insurance / Legal Dept.
* Handle all formalities/procedures for completion of cargo auction or disposal in order to prevent loss and claims.
* Handle General Average matters.
* Initiate and ensure recovery of any claim / refunds due for Hapag-Lloyd from external liable parties.

**Managing Flow of Information & Documentation**

* Manage and ensure timely reporting to HL ME as per guidelines
* Understand our growing EDI & reporting requirements and liaise with HL IT to provide the same.

**Succession Planning and Team Building**

* Setting goals and objectives for the team
* Review roles within the team and rotate job functions to provide development opportunities to all team-members.
* Align work processes as per HLAG workflows including benchmar
* To identify training needs for team and arrange same in view to raise the efficiency levels.
* Motivate, develop, train and direct the team as they work to achieve individual and Departmental goals.
* Conduct Performance evaluation & appraisals.
* Succession planning & develop second-in-command.

FIS Super user for Port Operations, Equipment and Transport

**3. Qualifications and Technical Job Requirements:**



Industry Knowledge

10+ years experience in shipping industry with more importance to exposure gained

Sound knowledge of documentation, legal, Customs & Port rules and regulations required

Commitment to deliver excellence in operations Attention to detail

Vendor Management and General Management experience

Business Systems/IT

Expert knowledge of user application systems (FIS, MS Office, Word, Excel)

Expert knowledge of user application systems (FIS, COMPASS (if applicable) Process knowledge & systems support optimization

Ability to promptly process data and request under pressure EQ process and system reengineering

Understanding of data quality benchmarking and management KPI Management.



**4. Success Criteria for Position:**



*(Guide: soft skills required to carried out the role at the optimal level)*



Leadership skills

Leadership skills with an ability to develop, manage and lead the team Strong analytical skills with quick decision making

Effective time management and planning skills

Proactiveness with good team spirit

Evaluate information / results and choose the best solution to solve problems.

Communication/Organization Skills

Superior communication skills Expert problem resolution

Knowledge of interaction with other functions

Customer friendly & positive attitude

1. **Special Tasks (if applicable):**
	* Point of contact for approval of Dangerous goods into and transhipment

