


**JOB DESCRIPTION MANUAL
MARINE OPERATIONS – PCSM**
Edition 2.0: Marc/14/2013
CHAPTER 6 – Position Description Shipboard – Human Resources
6.03 HR Assistant
Position Description

Reports to:	Human Resources Manager
Privilege Package:	3
Effective on:	

Position Summary

The HR Assistant position is responsible for assisting the crew administration tasks as they relate to the Sign on and Sign off processing, clearance, documentation, travel, terminations and resignations as well as to provide support to the HR Manager in all areas related to crew administration and crew recognition.

Essential Duties & Responsibilities

All duties and responsibilities are to be performed in accordance with Pullmantur standards, ISM code standards, all flag and national regulations applicable to the ship and the Company.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

In accordance with Pullmantur's Policy, each employee conducts himself/herself in a professional and courteous manner at all times. This consists of verbal and non-verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

- This position assists two main scopes of work as part of the Human Resources Department:
 - ✓ The entire welcoming (sign-on) and farewell (sign-off) processes in which any Crew, direct Pullmantur employee or Concessionaire (Revenue Partner) is involved. The HR Assistant is responsible for the well-being and comfort of the Crewmember's prior, during, and after both these processes have been completed, including proper documentation preparation and/or request of tickets, traveling visas, hotel accommodation (when necessary), be it as a normal and scheduled process or based on an emergency, compassionate, maternity, or medical leave, etc.
 - ✓ Maintenance of an accurate and modern inventory, recording, monitoring, and documentation maintenance and reporting of Crewmember's information to the



HR Manager and/or Managers when deemed relevant in order to oversee expiration dates of Contracts, Passports, Visas, Seaman's Books, Pre-employment Physicals (in conjunction with the Medical Department), or any other current or future documentation required, etc.

- Assists with duties and responsibilities related to the Crew Administrator position. Must maintain regular and consistent office hours as scheduled by the HR Manager.
- Responsible for the preparation of all Crewmember's documents full crew inspection by Immigration agencies, or others, ensuring that all passports, visas, Seaman's books, vaccinations, and any other pertinent documentation are valid.
- Report and inform all managers, Schedulers and Crewmembers involved when any of the above documents is expired or needs to be renewed or re-applied for.
- Assists for informing Crewmember's and managers involved about sign-on and sign-off dates, transfers, vacations, new assignments, end of contracts, extensions or modifications of contracts, resignations, etc.
- Verifies all required boarding documents and employment contracts or LOE's, Passports, Visas, Licenses and Certificates, Seaman's Books issuance and expiration dates.
- Reports Crew information to various shipboard departments and shore side management.
- Maintains all shipboard employee documentation including Certificates (passports, visa, etc.), seaman's books, Licenses and Certificates, employee articles declaration forms (Customs) and employee handbooks and/or updates.
- Maintains log of effective dates on required employee documentation and advises senior officers and/or managers when renewals are necessary.
- Understands the Safety & Quality Management Program (SQM), and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation in order to assist guests and Crewmember's with inquiries.
- Attends meetings, training activities, courses and all other work-related activities as required.



- Participate and collaborate with the HR Team and Crew Welfare representative in the development and coordination of Crewmember's welfare activities.
- Monitor the TLC record of all crew members and update the HR Manager with any issues.
- Assist HR Manager in organizing the Star of the Month process.

Financial Responsibilities

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper use, handling and maintenance of records, reports, documents, and equipment.
- Prepares a variety of reports, documents and forms utilizing personal computer system and other equipment.

Safety & Environment

- The HR Assistant shall have an understanding of the Safety and Quality Management Program including his or her responsibilities in the Safety Organization according to the Emergency Plan and Muster List.
- Pullmantur places the highest value on the environment and all crewmembers shall do the same. The HR Assistant shall work with supervisors and subordinates to understand and comply with the company's environmental policies and be committed to safeguarding the environment. He/she shall direct and immediately inform his/her Staff Captain if any environmental system does not function properly on board.

Security

- The HR Assistant shall have understanding of company security policies and shall cooperate with the Staff Captain and Chief Security Officer in the on board compliance and application of Company's Rules and Regulations.

Others

- Attends meetings, training activities, courses and all other work-related activities as required.
- Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this



position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

Qualifications

Minimum hiring, language and physical requirements to perform the job.

External Candidate Requirements

- Degree or foreign equivalent in Human Resources or Administration.
- Minimum 2 years of experience in administration (High volume tasks, regulatory reporting, Accounting).
- Minimum 1 years in shipboard administration or equivalent.
- Advanced computer skills.
- HR seminars (PHR, SPHR, CIPD, HR Certification, etc.) are valued.
- Shipboard and/or Hospitality experience are valued.

Internal Candidate Requirements

- Degree or foreign equivalent in Human Resources or Administration.
- Minimum 2 years of experience in administration (High volume tasks, regulatory reporting, Accounting).
- Advanced computer skills.
- HR seminars (PHR, SPHR, CIPD, HR Certification, etc.) are valued.
- Shipboard and/or Hospitality experience are valued.
- Must meet all the “You Grow with Pullmantur” requirements.

Language Requirements

- Ability to speak clearly, distinctly and cordially with crewmembers.
- Ability to speak, read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, Portuguese or French preferred.

Physical Requirements

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally/frequently/continually lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life-saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an



emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION