

DEPARTMENT:	Immigration & Personnel Logistics
LOCATION:	Cunupia, Trinidad
JOB TYPE:	Office Based and Field Based
JOB TITLE:	Assistant Immigration Coordinator
DIRECTLY REPORTS TO:	Immigration Coordinator
DEPARTMENT LEAD:	Team Lead - Personnel Logistics
OVERSEEING SMT MEMBER	Logistics Director

JOB PURPOSE:

This role requires timely coordination of the necessary approvals and procedures required for crew members to be able to enter and depart Trinidad whether via air or sea.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting Key Performance Indicator targets, compiling and submitting Key Performance Indicator reports.	Approx. % of time annually
1. Coordinate crew changes, meet and greets and passport endorsements/amendments	40%
2. Provide guidance and assistance in the preparation of documents needed to execute crew changes, meet and greets and passport endorsements.	10%
3. Prepare and issue Letter of Invitations, Ok to Board Letters and any other Immigration related required letters needed to assist a client with their arrival/departure.	10%
4. Update clients accordingly on any changes to Immigration formalities and procedures for crew coming into country via Air/Sea.	10%
5. Assist with the logging and service performing of Work Orders for the above-mentioned services and further assist with addressing Work Orders and Sales Orders/Invoicing queries, following with vendors for invoices and Statement Of Accounts; and providing Accounts Payables with Purchase Orders required to settle vendor payments.	20%
6. Assist and guide clients on the process to import a pet and to further liaise with the relevant authority to acquire the approval needed to clear the pet.	3%
7. Assist with lost luggage and other personnel matters such as obtaining medication, etc.	3%
8. Maintain strong working relationships with all clients and colleagues.	3%
9. Any other duties that may be required.	1%
<i>Total:</i>	<i>100%</i>

QUALIFICATIONS AND EXPERIENCE:

- A minimum of seven (7) subjects CSEC, inclusive of Mathematics and English
- A Diploma in Management would be an asset
- At least one (1) years' experience in a similar field will be an asset

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PERSON SPECIFICATION:

- Strong communication and Collaboration skills
- Ability to multi-task
- Ability to adapt to dynamic environment
- Ability to pay attention to detail and well organized
- Ability to be flexible

HSSEQ RESPONSIBILITIES:

- Maintain standards of safety and comply with Company's Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:

- **Enjoyable to work with** - especially with direct team members.
- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** - can work on multiple tasks, meet Key Performance Indicators, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Technical Analysis of requests** - quickly process and understand requests, identify where external assistance is needed, document concisely and clearly what is required, plan how to respond.
- **Problem solving** - suggest recommended actions rather than just ask for help, come up with innovative ideas, pre-emptively identify issues with existing procedures and implement solutions.
- **Quality Assurance** - Quickly picks up technical errors, typos, issues with sentence construction, gaps in logic, incorrect or missing pricing, whilst reviewing requests, quotes and technical proposals
- **Teamwork and Emotional Intelligence** - work well with others in the department, work well with other departments, build mutual trust and respect, develop strong professional relationships with others in the company, display emotional intelligence when dealing with others.
- **MS Office** - Intermediate to Advance in the use of MS Word, Excel, PowerPoint, Teams.



WORKING CONDITIONS

- Physical demand - Primarily Office / Work from home.
- Will be required to be on site visits from time to time (airport, shore base, ports, vessels, etc).