
ROLE DESCRIPTION
MARINE ADMINISTRATOR

LOCATION: Picton, Marlborough Region

REPORTS TO: Marine Lead

DIRECT REPORTS: Nil

THE BUSINESS CONTEXT: Port Marlborough is a values-driven, diverse port and marina business with operations across multiple sites in Picton and the Marlborough Sounds. We have a clear vision to lead the way as an environmentally restorative port, driving success for Marlborough.

As Marlborough's regional port, we facilitate a wide range of shipping and marine activities including Cook Strait ferry operations, bulk cargo export, cruise and superyacht visits, aquaculture industry requirements and vessel maintenance. We also operate three significant marinas across the Marlborough Sounds under our Marlborough Sounds Marinas brand.

Our mission is to deliver shared economic, social and environmental value through productive and enduring partnerships: People, Planet and Prosperity through Partnerships.

We are committed to applying our values of Hauora – value well-being, Kaitiakitanga – protect the future, Mahi Tahī – work together, Pono – act with integrity, and Kairangatira – deliver excellence, to everything we do.

ROLE PURPOSE: The Marine Administrator supports the Marine Services Team who together provide towage and pilotage services to Port Marlborough's shipping customers.

Reporting to and working closely with the Marine Lead, the role is essential to the efficient and smooth functioning of Marine operations. Primary responsibilities include administration of operations records, data collection and entry utilising Port Marlborough's enterprise system (TechnologyOne) to maintain accurate shipping and labour utilisation records; procurement and general support of the Marine and Port Teams as required.

The Marine Administrator is accurate, reliable, and willing to pitch in as needed in an environment that can be fast moving, and where outstanding customer service and excellent teamwork are non-negotiable.

KEY RELATIONSHIPS: Marine Lead, Port Manager, Marine Team members, Port Services Team, Workshop Team, contractors, other staff

KEY ACCOUNTABILITIES

Marine Shipping Schedule

- Receive email and telephone bookings, updates, and questions from shipping customers
- Populate and maintain PMNZ shipping schedule
- Populate cruise ship booking schedule
- Communicate bookings, updates and questions to Marine Team and Port Services Team as necessary

Operations Records: Data collection/entry

Contribute to accurate and timely recording of shipping operations and component tasks, including but not limited to:

- Record Marine Team timesheets for casual and contract team members
- Maintain PMNZ vessel fleet records
- Pilot Currency
- Compile and enter records of PPE issues

Payroll	<ul style="list-style-type: none"> • Finalise casual staff timesheets for payroll • TechOne timesheet data entry
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Port Operations	<ul style="list-style-type: none"> • Vessel visit setup within Tech-One • Generate invoices to customers for marine services provided by PMNZ for shipping movements • Generate purchase orders for marine services contracted by PMNZ for shipping movements • Receive invoices for contractor services • Other tasks as may be required from time to time relating to port operations
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Procurement	<ul style="list-style-type: none"> • Support the Marine Team in generating and processing purchase orders and resulting creditor approvals • Generate purchase orders for Personal Protective Equipment (PPE)
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Support Marine Lead and Port Team	<ul style="list-style-type: none"> • Provide additional support to the Marine Lead as may be required from time to time in relation to: <ul style="list-style-type: none"> – Marine team rostering – General administration and coordination tasks – Data entry into Mango • Provide other support to the team as may be required
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Organisational support and other duties	<ul style="list-style-type: none"> • Comply with and support all company Health and Safety policies and procedures • Promote a positive health and safety culture • Comply with and support all company environmental policies and procedures • Undertake any other tasks that may from time-to-time be required • Undertake project work as requested
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COMPETENCIES REQUIRED

Mind-set	<ul style="list-style-type: none"> • Has a positive outlook and enthusiastic attitude; is well-humoured • Resilient and flexible; remains enthusiastic despite setbacks • Confident, motivated to achieve goals • An affinity for systems and order; highly organised with a structured approach to work
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Customer focus	<ul style="list-style-type: none"> • Treats internal and external customers fairly and with consideration • Seeks to understand customers' needs and concerns • Keeps commitments made to others, or re-negotiates well before deadlines • Deals with customer feedback and complaints in a constructive and helpful manner
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Teamwork

- Willingness to pitch in and do what is required in support of the wider team
- Takes a partnership approach to working with others; is fair-minded
- Acts appropriately and effectively within a team
- Supports team decisions and shares information willingly
- Feels accountable for the performance of the team

Communicator

- Has a relatable, empathetic communication style
- Communicates clearly and concisely, is courteous, open and direct
- Listens exceptionally well, has good comprehension and is able to converse clearly
- Strong literacy skills
- IT literate; demonstrated capacity to quickly assimilate and work comfortable with a variety of systems

Integrity

- Respectful of others at all times; capable of building and maintaining trust-based relationships
 - Deals honestly, fairly and consistently with colleagues and stakeholders
 - Delivers what is promised or committed
 - Behaves consistent with Port Marlborough's values
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SKILLS, KNOWLEDGE, EXPERIENCE

- Excellent communicator
 - Consistently develops strong, respectful relationships with a wide variety of people
 - Demonstrated high performance in roles that require detail and accuracy with words and numbers
 - Demonstrated ability to collaborate effectively with colleagues
 - IT literate; demonstrated capacity to quickly assimilate and work comfortably with a variety of systems
 - Accurate and efficient keyboard, data-entry and Microsoft Office skills, (ie: Word, Excel, Outlook, PowerPoint)
 - Familiarity with Port and port operations an advantage
 - Clean NZ Driver's licence
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