

MY ROLE

Position Title:	Terminal Services Supervisor
Worksite:	Melbourne
Department:	Terminal Services
Role reports to:	Terminal Manager
Reports to role:	Customer Service Officers
Authorised by:	General Manager Port Operations
Date Prepared:	December 2014
Last Revised:	January 2020
Delegation Level:	

1. General Position Overview

Supervise Terminal Services staff and oversee the Terminal Services operation to ensure the following company objectives are achieved:

- Ensuring effective and efficient operations
- Punctual sailings
- Deliver high quality customer service
- Develop a close working relationship with internal and external stakeholders

Deliver accurate information to Spirit of Tasmania with respect to the delivery of voyage material and records.

2. Role Environment

The role is based at the TT-Line Company Pty Ltd operations in Melbourne, Victoria. The role reports directly to the Terminal Manager. The key stakeholder interaction will be with internal and external customers:

- To ensure any contact the Terminal Services Department has with all internal and external customers, (verbal and written) is accurate and of the highest professional standard
- Deliver accurate information to Spirit of Tasmania with respect to the delivery of voyage material and records

- Demonstrate a positive work ethic and commitment to the company and specifically to the Terminal Services Department

3. Key Responsibilities

In addition to those outlined under “Role Environment” the Supervisor will be responsible for:

- Lead by example providing a positive role model with regards to displays of high levels of customer service, presentation and motivation and continual guidance with regards to appropriate behaviour and attitudes in the workplace
- Involvement in group participation and discussion, adopting and implementing improved work procedures, organising and conducting regular meetings for staff within your responsibility
- All aspects of work is performed in conjunction with the Terminal Services Procedures Manual
- Work assigned to your area of responsibility completed in a timely manner with quality control checks completed and results recorded
- Conduct staff knowledge tests to ensure understanding of tasks is consistent with Procedure Manuals, identifying staff training requirements
- Alerting Management in a timely manner to staff and facility issues that require attention beyond your role
- Making decisions appropriate to your role with all necessary information considered
- Demonstrate a positive work ethic and commitment to the company and specifically to Terminal Services

4. Key Accountabilities

- Ensuring effective and efficient operations resulting in on time departures whilst producing timely and accurate information
- Provision of high quality customer service resulting in satisfied passengers and clients, in accordance with the Terminal Services Procedures Manual
- Contributing to Spirit of Tasmania through taking initiative to perform corporate duties
- Ensuring Terminal Services Department is free of harassment and discrimination

5. Qualifications

- Transport / Hospitality / Tourism Certificate or Diploma - Desirable

6. Experience

- High level customer service
- Tourism and Hospitality / Logistics Industry experience
- Intermediate computer skills
- Cash handling/EFTPOS
- Experience in effectively managing / supervising staff

6. Competencies

- Makes a positive contribution to others in terms of ideas and morale
- Shows good judgement in prioritising own work
- Produces an appropriate volume of output per time period without compromising quality
- Enthusiasm in learning
- Effective listening and observation

7. Attributes

- Time management and organisational skills
- Ability to source accurate and correct information to assist in problem solving
- Excellent written and oral communication skills
- A close attention to detail and presentation
- Supports high corporate reputation by appearance and action
- Demonstrates skills and ability to manage / supervise staff