

Position Title: Apprentice Purser  
Reports To: Financial Controller  
Direct Reports: N/A  
Effective Date: April 2005  
Last Revision Date: March 27, 2009

### **POSITION SUMMARY**

This is an entry level position in the Financial Department, responsible for assisting and training with the following positions:

~~Administration Officer – Documentation~~ Documentation Officer  
Administration Purser - Payroll and T&A  
Administration Purser - Guest Accounts  
Junior Payroll Purser  
Financial Controller  
Crew Administrator

In this position the employee will acquire the necessary knowledge and exposure of the Financial Department duties and responsibilities, and as well Guest Relations and Human Resources, in order to be able to achieve a promotion to one of the positions listed above.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards. In accordance with the Company's Service and Etiquette Philosophy program, each employee shall conduct oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees, in the presence of guests or in crewmember areas.

1. Responsible for assisting the Crew Administrator with the Sign-ON/OFF process in the property management system.
2. Assisting with the preparation and stuffing of payroll envelopes.
3. Assists the Administration Purser - Payroll and T&A with the distribution of pay envelopes, as well as the collection of crew folio statement balances.

4. Assists Financial Controller with un-announced spot checks of Guest Relation Officers cash floats on a voyage and monthly basis as determined by the Financial Controller.
5. Assists Financial Controller with the un-announced monthly inventory spot checks of all storeroom facilities onboard.
6. Handles and maintains office equipment. Performs clerical work such as filing and photocopying, outgoing mail. Assists with general office work and duties.
7. Assists the ~~Administration Officer – Documentation~~ Documentation Officer with the entry of guest passport and other related information in the property management system.
8. Assists the ~~Administration Officer – Documentation~~ Documentation Officer and pier staff with the “Embarkation and Disembarkation” process.
9. Assists the Financial Controller with settling Guest Relations Officers' floats throughout and at the end of the cruise. Holds a float and exchanges foreign currency, traveler's checks, personal checks and Bingo receipts with the Guest Relation Officers.
10. Accepting Guest Relations CBD guest payments in order to provide and compile all CBD guest payments to the Financial Controller on a regular basis and at voyage end.
11. Responsible for posting onboard gratuities in the Point of Sale (POS) system.
12. Maintaining and collecting funds from Crew Debit (Kiosk) machine and settling with Financial Controller (applicable for SM, CS and SL Class only).
13. Provides change and handles financial transactions for Crew Bingo.
14. Settles Guest Bingo with Activities Manager and provides documentation for Financial Controller, as well as attending the last Jackpot Bingo session as per SQM 6.01.
15. Handles MTN crew calling card system by maintaining vending machine, ordering new supplies and replenishing crew calling cards, collecting the funds and settling total amounts collected with Financial Controller.
16. Oversees the replenishment of soda vending machines and medical vending machines, settles collected funds with Financial Controller in collaboration with Bar Manager and Nurse.
17. Assists the Administration Purser – Guest Accounts with tasks such as:
18. Validating and maintaining guest credit cards
19. Preparing master account documentation for Hotel Director's review
20. Issuing and maintaining folio numbers for crew
21. Keeping track of gift vouchers as per amenity list on voyage basis
22. Correlation of guest cards
23. Copying of Purser's Journal (PJ) support back-up documentation

24. Other duties as required
25. Assists the Finance Department as determined by the Financial Controller.
26. Understands the Safety & Quality Management Program, 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.
27. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crew with inquiries.
28. Attends meetings, training activities, courses and all other work-related activities as required.
29. 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.

### **FINANCIAL DUTIES**

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

- This position is responsible for direct and indirect cost containment through the proper use, handling and maintenance of records, reports, documents and equipment.

### **MOTIVATIONAL RESPONSIBILITIES**

*People management responsibilities to ensure optimal performance of the function.*

- This position does not have supervisory responsibilities.

### **QUALIFICATIONS**

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

#### **Hiring Requirements:**

- Minimum of one year experience in an upscale hotel, resort or cruise ship
- Superior customer service, teambuilding and conflict resolution skills.
- Very strong communication, problem solving, decision making, and interpersonal skills.
- Basic computer software skills required.
- Handling of cash.
- Possess an understanding of basic accounting principles such as “Debits/Credits”, adjusting entries and corrections.
- Completion of high school or basic education equivalency required.

#### **Internal Candidate Requirements:**

*In addition to the stated hiring requirements, internal candidates are required to fulfill the following:*

- Completion of one contracts with a performance rating of satisfactory or above along with demonstrated leadership skills.

**Language Requirements:**

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to 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, French or German preferred.

**Physical Requirements:**

- While performing the duties of this job, the 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 lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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.