

Position Description

Position Title: **Crew Administrator**

Date: [April 2007](#)

POSITION SUMMARY

Reporting directly to the Human Resources Manager, the key responsibility of this position is to oversee all non-financial aspects of the crew office. Primarily responsible for Crew Immigration and Customs, as well as supporting the Crew Relations Specialist in managing the ship's Berthing plan, coordinating Crew Cabin inspections and Crew Activities/events that foster improving Crew morale. Ensures the delivery of exemplary service and dedicated support to our shipboard employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Royal Caribbean International expects each shipboard management team member to relentlessly exemplify the principles of the *Anchored in Excellence* Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies.

1. In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.
2. Oversees the crew sign-on and sign-off process, as directed by the Human Resources Manager, reviewing immigration documentation such as passports, visas, Alien Resident Cards (ARC), Letters of Re-Employment, etc. to determine validity of documents. Refers unusual documentation to the HR Manager.
3. Ensures the efficient clearance of Crewmembers signing on and off through Customs and Immigration by diplomatically encouraging a productive relationship with the relevant officials.
4. Supervises the Crew Relations Specialist in the sign-on and sign-off processes, and ensures Crewmembers receive all documentation prior to sign off, including airline tickets, medicals and training records.

5. Coordinates with the shore-side support group the repatriation process for shipboard employees
6. Supervises the 90-Day US CBP Inspection of all Crew, with the assistance of the HR Manager, T&D Manager, Crew Relations Specialist, Crew Payroll Manager and 2nd Purser Payroll.
7. Ensure accuracy of employee records
8. Works on a rotational basis with the Crew Relations Specialist in the Crew Office performing a variety of related duties.
9. Effectively administers operational guidance and support to the Financial Controller team (CPM and 2nd Payroll) in the Crew Office as necessary, through synergetic communication of Crew issues.
10. Routinely confers with Human Resources Manager, T&D Manager and Crew Payroll Manager to implement improvements and revisions to processes in the Crew Office.
11. Works with Financial Controller staff in the Crew office in a cooperative, productive and effective manner. Including but not limited to assistance with Payroll Stuffing.
12. As part of the HR Division fully supports Crew Activities and events that help increase Crew morale and optimize positive Crew comments of the overall Crew Relations operation.
13. Maintains the confidentiality of all crew related information and any financial transactions made by the Crew.
14. Maintains current working knowledge of Customs and Immigration regulations and procedures and is responsible for informing the HR Manager of any changes in regulations.
15. Ensures the continuous updating of clear and concise handover notes to eliminate any possible miscommunication that compromises the efficiency of set processes.
16. Maintains safe, secure, and healthy environment by enforcing organizational standards, procedures, and legal regulations. Attends mandatory Crew and Guest Safety drills as required, including meetings, training activities, courses and all other work-related activities, including Port Duties. Where appropriate, participates in meetings to address and resolve quality concerns and to continuously identify improvement opportunities.
17. 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.

Hiring Requirements:

- Minimum of one-year experience in an administrative position within the hospitality and/or cruise industry.
- Completion of high school, basic education or vocational training equivalency preferred.
- Ability to diplomatically liaise with local authorities to expedite efficient clearance of the ship with regards to Customs and Immigration procedures and immediately resolve concerns and negotiate resolutions, without compromising the ship's reporting integrity.
- Ability to work independently as well as part of a closely knit team.
- Ability to work with and maintain confidential documentation.
- Proven customer service skills to interact appropriately with guests and crew in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate tactfully with guests and crew, divisional managers and shipboard employees to resolve problems and negotiate resolutions.
- Ability to operate basic office equipment, including adding machines/calculators, typewriters, telephones, computers and copy machines.
- Working knowledge of computers, internet, and the ability to navigate within a variety software packages such as Excel, Word, and PowerPoint.

Internal Candidate Requirements:

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

- Completion of at least one contract in an onboard Administrative position, such as the following:
Crew Relations Specialist, Guest Administration Officer, or Hotel Administrative Assistant positions with a performance rating of satisfactory or above.
- Completion of a minimum of 2 months developmental training in the Crew Administrator position.
- Exceptional administrative skills combined with strong people skill sets.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests and crew
- 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. In accordance with this is the ability to write reports and letters grammatically correct in English.
- Ability to speak additional languages such as Spanish, French or German 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. 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.