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2. SEA FREIGHT

The Ultimate Transport & Logistics Job Description Guide for Professionals

Guidelines, Policies, and Best Practices for Success



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Foreword

The global economy moves on water. Every day, millions of tons of goods across oceans, connecting producers and consumers, industries and markets, continents and cultures. Behind this vast and intricate flow of cargo lies a diverse community of professionals whose expertise keeps global supply chains steady, resilient, and predictable even in times of disruption.

Yet despite its critical importance, the world of sea freight remains complex, often misunderstood, and constantly evolving. Roles vary widely across carriers, freight forwarders, port terminals, agencies, and logistics service providers. Responsibilities shift with new technologies, regulatory demands, sustainability goals, and the increasing digitization of maritime operations.

Clear, structured job descriptions are no longer just HR tools, they are essential for fostering operational excellence, developing talent, and defining the competencies needed to navigate the future of the industry.

This book brings much-needed clarity. By outlining the key positions across the sea freight ecosystem, from operations and pricing to documentation, procurement, customer service, and management it provides a reliable reference for organizations, leaders, educators, and professionals seeking alignment and transparency.

Whether you are building teams, onboarding colleagues, optimizing processes, or exploring a career path, these job descriptions serve as a roadmap to understanding how each role contributes to the safe, efficient, and sustainable movement of cargo across the globe.

As supply chains continue to transform, the sea freight sector will depend on well-defined roles, skilled people, and shared standards. This book is a step toward that future: a tool to support growth, professionalism, and collaboration within one of the world's most essential industries. I invite you to use it not only as a guide, but as a foundation for dialogue, improvement, and innovation in the years ahead.

Daniel Kohl

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Disclaimer

This publication is provided for informational and educational purposes only. The job descriptions, competency frameworks, and role definitions contained in this book are intended as general guidance to support organizational design, capability development, and professional understanding within procurement, supply chain management, logistics, and corporate governance functions.

The content does not constitute legal advice, regulatory interpretation, or professional consultancy. While every effort has been made to ensure accuracy and relevance, laws, regulations, industry standards, and organizational requirements vary across jurisdictions and may change over time. Readers and organizations are responsible for verifying compliance with applicable legislation, collective agreements, internal policies, and sector-specific obligations before implementing any role descriptions or frameworks presented in this book.

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The Ultimate

Transport & Logistics

Job Description Guide for Professionals

*A practical framework for hiring professionals
who keep operations moving*

What This Guide Is (and isn't)

This guide helps you write clear, realistic, and attractive job descriptions for transport & logistics roles.

It is:

Practical and role-focused

Written for hiring managers, logistics leaders, and HR partners

Designed to improve candidate quality, not volume

It is not:

A legal document

An internal task list

A generic HR template

A job description is a decision document for candidates.



Guide: How to Write a Professional Job Description

A well-crafted job description attracts the right candidates, sets clear expectations, and supports recruiting, onboarding, and performance management. Below is a step-by-step guide with structure, examples, and best practices.

1. Start with a Clear Job Title

Purpose: Communicate the role concisely and accurately.

Tips:

Use industry-standard terminology (e.g., “Logistics Coordinator,” not “Logistics Ninja”).

Avoid internal jargon.

Reflect the seniority level: *Assistant, Specialist, Manager, Director, Lead*.

2. Add a Compelling Summary (2–3 sentences)

Purpose: Give candidates a quick understanding of the role’s impact.

Include:

What the position does.

Why the role exists.

How it contributes to the organization.

Example:

The Logistics Operations Manager oversees end-to-end transportation planning to ensure efficient, cost-effective delivery across our European network. This role drives continuous improvement initiatives and collaborates with suppliers and internal stakeholders to enhance service quality.

3. Provide Key Responsibilities (5–10 bullet points)

Purpose: Clarify what the person will do daily and strategically.

Tips:

Start each bullet with a strong action verb: *Manage, Lead, Develop, Monitor, Coordinate, Analyze*.

Prioritize responsibilities by importance.

Use measurable elements when possible (“*Manage a team of 10,*” “*Oversee a €20M annual budget*”).

Example bullets:

Manage daily inbound and outbound logistics operations across multiple sites.



Implement process improvements to reduce transportation costs and increase delivery reliability.

Ensure compliance with EU and national logistics regulations.

4. Outline Required Qualifications

Purpose: Define what candidates *must* bring.

Types:

Education: Degrees, certifications (example: *Lean Six Sigma, Supply Chain Management*).

Experience: Years in a similar role or industry.

Technical Skills: SAP, WMS systems, data analysis, languages.

Compliance Requirements: Driving license, security clearance, etc.

Example:

Minimum 5 years of experience in logistics or supply chain management.

Strong knowledge of transportation regulations in the EU.

5. List Preferred (Nice-to-Have) Qualifications

Purpose: Attract stronger candidates without restricting the applicant pool.

Examples:

Experience with warehouse automation.

Knowledge of sustainability initiatives in logistics.

Additional languages.

6. Describe Competencies & Soft Skills

Purpose: Highlight behaviours required for success.

Examples:

Strong analytical and problem-solving skills.

Excellent communication and stakeholder-management abilities.

Ability to lead cross-functional teams.

7. Explain Working Conditions

Purpose: Give transparency about operational context.

Include details such as:

On-site / hybrid / remote expectations.



Travel requirements.

Shift work or weekend duties if any.

Physical requirements (lifting, standing, etc., if relevant).

8. Add Organizational Context

Purpose: Help candidates understand where the role fits.

Include:

Department and reporting line.

Team size.

Key internal & external stakeholders.

9. Include Salary Range (if policy allows)

Purpose: Increases transparency and improves applicant quality.

Listing a range helps candidates' self-screen and supports pay equity.

10. Use Inclusive, Neutral Language

Purpose: Ensure your job description speaks to a diverse talent pool.

Avoid:

Gender-coded language (“*assertive man*,” “*salesman*”).

Unnecessary physical requirements.

Excessive must-have qualifications.

Do:

Use “they/them” pronouns.

Focus on competencies rather than personality traits.



Template: Professional Job Description

You can reuse this format:

Job Title

Job Summary

2–3 sentences describing purpose and impact.

Key Responsibilities

...

...

...

Required Qualifications

...

...

Preferred Qualifications

...

...

Skills & Competencies

...

...

Working Conditions

...

...

Organizational Context

Reports to:

Team size:

Key stakeholders:

Salary Range (Optional)

...



Complete List of Job Positions in Sea Freight

Port & Terminal Operations

- 2.1. Port Operations Agent
- 2.2. Terminal Operator
- 2.3. Stevedore / Dockworker
- 2.4. Crane Operator (STS, RTG, RMG)
- 2.5. Yard Planner
- 2.6. Vessel Planner
- 2.7. Berth Planner
- 2.8. Terminal Supervisor
- 2.9. Terminal Operations Manager
- 2.10. Port Captain
- 2.11. Marine Operations Coordinator
- 2.12. Reefer (Refrigerated Container) Technician
- 2.13. Dangerous Goods Terminal Specialist
- 2.14. Ro-Ro Operations Specialist
- 2.15. Breakbulk Operations Specialist

Shipping Line & Carrier Roles

- 2.16. Shipping Line Operations Coordinator
- 2.17. Vessel Operations Manager
- 2.18. Container Control Coordinator
- 2.19. Fleet Manager (Container Vessels)
- 2.20. Network & Capacity Planner
- 2.21. Marine Superintendent
- 2.22. Cargo Superintendent
- 2.23. Bunker (Fuel) Specialist
- 2.24. Stowage Planner
- 2.25. Claims Specialist (Cargo & Vessel)



2.26. Customer Service Representative (Carrier)

2.27. Documentation Officer (B/L, Manifest)

2.28. Liner Trade Manager

2.29. Chartering Manager

2.30. Voyage Manager

Freight Forwarding & Logistics Providers

2.31. Ocean Freight Forwarder

2.32. Ocean Export Specialist

2.33. Ocean Import Specialist

2.34. Ocean Freight Operations Manager

2.35. NVOCC Coordinator

2.36. Key Account Manager (Sea Freight)

2.37. Ocean Freight Pricing Analyst

2.38. Procurement Manager (Sea Freight)

2.39. Customs Brokerage Agent

2.40. Customs Compliance Specialist

2.41. Multimodal Transport Planner

2.42. Project Cargo Specialist

2.43. Out-of-Gauge (OOG) Cargo Specialist Sea Freight

2.44. Dangerous Goods Specialist (IMDG) Sea Freight

2.45. Supply Chain Coordinator Sea Freight

2.46. Time-Critical Logistics Specialist

2.47. Sea Freight Import Clerc

2.48. Sea Freight Import Supervisor

2.49. Sea Freight Import Manager

2.50. Sea Freight Export Clerc

2.51. Sea Freight Export Supervisor

2.52. Sea Freight Export Manager

2.53. Sea Freight Analyst

2.54. Sea Freight Planner



- 2.55. Sea Freight Operator
- 2.56. Sea Freight Agent
- 2.57. Sea Freight Manager
- 2.58. Sea Freight Team Leader
- 2.59. Freight Forwarder
- 2.60. Assistant Manager Sea Freight
- 2.61. Liner Import Clerk
- 2.62. Ocean Freight Forwarder
- 2.63. Assistant Freight Operations Manager
- 2.64. Freight Operations Executive
- 2.65. Pricing Specialist Sea/Ocean Freight
- 2.66. Ocean Freight Contract
- 2.67. Assistant Freight Operations Manager
- 2.68. Sea Freight Manager Assistant
- 2.69. Ocean Freight Export Executive

Maritime & Regulatory Roles

- 2.70. Maritime Safety Officer
- 2.71. Port State Control Inspector
- 2.72. Customs Officer (Maritime Division)
- 2.73. Border Control Agent
- 2.74. Marine Surveyor
- 2.75. Classification Society Inspector
- 2.76. Environmental Compliance Officer (MARPOL)
- 2.77. ISPS Security Officer (Port Security)
- 2.78. Dangerous Goods Regulator (IMDG)

Vessel Crew & On-Board Roles

- 2.79. Captain / Master
- 2.80. Chief Officer



- 2.81. Second/Third Officer
- 2.82. Chief Engineer
- 2.83. Second/Third Engineer
- 2.84. Bosun
- 2.85. Able Seaman (AB)
- 2.86. Ordinary Seaman (OS)
- 2.87. Electrician (ETO)
- 2.88. Cook / Steward

Logistics, Planning & Support Functions

- 2.89. Supply Chain Analyst
- 2.90. Logistics Planner
- 2.91. Inventory Control Specialist
- 2.92. Demand Planner
- 2.93. Freight Billing Specialist
- 2.94. Documentation Specialist (B/L, Certificates)
- 2.95. Quality & Compliance Manager
- 2.96. Sustainability & Emissions Analyst (Maritime)
- 2.97. Marine Insurance Specialist
- 2.98. Risk & Compliance Officer

Technology & Digital Maritime Logistics

- 2.99. Maritime Systems Analyst
- 2.100. Digital Freight Platform Manager
- 2.101. EDI Specialist (Shipping)
- 2.102. Data Analyst (Sea Freight)
- 2.103. IoT Container Tracking Specialist
- 2.104. Automation & Robotics Specialist (Terminals)



2.105. Port Community System (PCS) Administrator

Management & Leadership Roles

2.106. Head of Ocean Freight

2.107. Director of Maritime Operations

2.108. Port Director

2.109. Terminal Director

2.110. Global Ocean Freight Product Manager

2.111. Regional Ocean Freight Manager

2.112. Head of Compliance & Safety (Maritime)

2.113. Chief Operations Officer (Shipping Line)



SEA Freight

Port & Terminal Operations

2.1. Port Operations Agent

Position Overview

The Port Operations Agent supports the efficient, safe, and compliant handling of vessels, containers, and cargo within a port or terminal environment. This role coordinates daily operational activities between shipping lines, terminal operators, trucking companies, customs authorities, and internal logistics teams to ensure smooth cargo flow and timely vessel turnaround.

The agent acts as the operational link between sea freight processes and terminal execution, ensuring accuracy, communication, and service quality in a fast-paced maritime environment.

Key Responsibilities

Vessel & Berth Coordination

- Assist in planning vessel arrivals, berthing schedules, and terminal resource allocation.
- Coordinate with port authorities, pilots, tug services, and terminal operations teams.
- Monitor vessel progress, delays, and operational changes; communicate updates to stakeholders.
- Support documentation and clearance processes required for vessel operations.

Container & Cargo Handling Support

- Ensure accurate execution of loading and discharge plans for containers, breakbulk, or Ro-Ro cargo.
- Verify container status, seals, weights, and special handling requirements (reefer, DG, OOG).
- Monitor yard operations, container movements, and equipment availability.
- Support resolution of cargo discrepancies, damages, or misplacements.

Documentation & Compliance

- Prepare and validate operational documents such as manifests, stowage plans, and cargo lists.
- Ensure compliance with customs, port authority, and maritime regulations.
- Support dangerous goods documentation and IMDG compliance checks.
- Maintain accurate records for audits, inspections, and regulatory reporting.

Stakeholder Communication

- Serve as a point of contact for shipping lines, trucking companies, freight forwarders, and terminal teams.
- Provide real-time updates on vessel status, cargo readiness, and operational issues.
- Coordinate with customs, security, and inspection agencies when required.
- Support customer service teams with operational information and problem resolution.

Operational Monitoring & Issue Resolution



- Monitor terminal operations to ensure adherence to schedules and service levels.
- Identify bottlenecks or operational risks and escalate as needed.
- Support irregular operations such as weather disruptions, equipment failures, or congestion.
- Assist in implementing corrective actions and continuous improvement measures.

Digital Tools & Systems

- Use terminal operating systems (TOS), port community systems (PCS), and shipping line platforms.
- Update container status, vessel milestones, and operational data in real time.
- Support digital workflows such as e-manifests, EDI/API messaging, and automated gate systems.
- Contribute to digital transformation initiatives within port and terminal operations.

Required Skills & Competencies

Technical Skills

- Understanding of port operations, vessel handling, and container logistics.
- Familiarity with TOS platforms (e.g., NAVIS N4), PCS systems, and shipping line tools.
- Knowledge of maritime regulations, IMDG, customs procedures, and port safety rules.
- Ability to interpret stowage plans, manifests, and operational documentation.
- Proficiency in MS Office and digital communication tools.

Soft Skills

- Strong communication and coordination abilities.
- High attention to detail and accuracy in documentation.
- Ability to work under pressure in a time-critical environment.
- Problem-solving mindset with proactive decision-making.
- Team-oriented, adaptable, and comfortable in operational settings.

Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, supply chain, or related field.
- 1–3 years of experience in port operations, shipping lines, terminal handling, or sea freight.
- Experience with container logistics or vessel operations is a strong advantage.
- Knowledge of IMDG, customs, and port regulations is beneficial.

Working Conditions

- Based in a port or terminal environment with frequent outdoor activity.
- Shift work may be required, including nights, weekends, or public holidays.
- Fast-paced environment with exposure to weather, noise, and heavy equipment.
- Regular interaction with vessel crews, terminal staff, and logistics partners.

Key Performance Indicators (KPIs)

- Vessel turnaround time and schedule adherence
- Accuracy of documentation and data entry
- Container handling efficiency and error rate



- Stakeholder satisfaction and communication quality
- Compliance with safety and regulatory standards
- Resolution time for operational issues
- Contribution to continuous improvement initiatives



2.2. Terminal Operator – Port & Terminal Operations

Position Overview

The Terminal Operator is responsible for executing daily operational tasks within a port or container terminal, ensuring the safe and efficient movement of containers, cargo, and equipment. This role supports vessel operations, yard activities, gate processes, and equipment coordination, working closely with crane operators, truck drivers, planners, and terminal supervisors.

The Terminal Operator plays a critical role in maintaining operational flow, data accuracy, and service quality in a fast-paced maritime logistics environment.

Key Responsibilities

Cargo & Container Handling

- Execute loading, unloading, and movement of containers and cargo within the terminal.
- Operate terminal equipment such as reach stackers, forklifts, terminal tractors, or RTGs (depending on certification).
- Assist in positioning containers for vessel operations, yard stacking, or gate processing.
- Ensure proper handling of special cargo (reefer, OOG, DG) according to safety and regulatory requirements.

Vessel & Yard Operations Support

- Support vessel operations by preparing cargo areas, assisting with lashing/unlashing, and coordinating with crane teams.
- Monitor yard conditions, container placement, and equipment availability.
- Follow instructions from vessel planners, yard planners, and shift supervisors.
- Report operational issues, damages, or irregularities immediately.

Gate & Intermodal Coordination

- Support gate operations by verifying container numbers, seals, and documentation.
- Assist with truck and rail coordination to ensure smooth inbound and outbound flows.
- Communicate with drivers and logistics partners to resolve discrepancies or delays.

Safety, Compliance & Quality

- Follow all port safety rules, equipment operating procedures, and PPE requirements.
- Ensure compliance with IMDG, customs, and terminal security regulations.
- Participate in safety briefings, toolbox talks, and incident reporting.
- Maintain clean, organized, and hazard-free work areas.

Digital Tools & Documentation

- Use Terminal Operating Systems (TOS) to update container movements, equipment status, and operational milestones.
- Support digital workflows such as scanning, EDI updates, and automated gate systems.
- Ensure accuracy of operational data to support planning and reporting.

Communication & Teamwork

- Coordinate with crane operators, planners, supervisors, and other terminal staff.



- Communicate clearly via radio or digital devices to ensure safe and efficient operations.
- Support collaborative problem-solving during peak periods or irregular operations.

Required Skills & Competencies

Technical Skills

- Experience in port, terminal, or warehouse operations.
- Ability to operate terminal equipment (depending on role and certifications).
- Familiarity with TOS platforms (e.g., NAVIS N4) and handheld scanning devices.
- Understanding of container logistics, vessel operations, and yard processes.
- Knowledge of IMDG, reefer handling, and port safety rules is an advantage.

Soft Skills

- Strong situational awareness and safety mindset.
- Clear communication and teamwork abilities.
- Ability to work under pressure in a time-critical environment.
- High attention to detail and accuracy.
- Adaptability and willingness to work in outdoor, dynamic conditions.

Qualifications & Experience

- Vocational training or experience in logistics, maritime operations, or industrial environments.
- 1–3 years of experience in port, terminal, or heavy-equipment operations preferred.
- Valid equipment operator certifications (forklift, reach stacker, terminal tractor, etc.) are an advantage.
- Basic understanding of maritime regulations and container handling standards.

Working Conditions

- Outdoor work in varying weather conditions.
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to noise, heavy machinery, and fast-moving equipment.
- High-intensity operational environment requiring constant awareness.

Key Performance Indicators (KPIs)

- Accuracy and timeliness of container movements
- Equipment handling efficiency and safety performance
- Vessel turnaround support and yard productivity
- Compliance with safety and operational procedures
- Data accuracy in TOS updates
- Teamwork and communication effectiveness



2.3. Stevedore / Dockworker – Port & Terminal Operations

Position Overview

A Stevedore (Dockworker) is responsible for the physical handling of cargo on vessels, docks, and within terminal areas. This role ensures the safe loading, unloading, lashing, securing, and movement of containers, breakbulk, Ro-Ro cargo, and other goods. Working closely with crane operators, terminal supervisors, and vessel crews, the Stevedore plays a critical role in maintaining efficient vessel turnaround and smooth port operations.

This is a physically demanding, safety-critical position requiring precision, teamwork, and strict adherence to operational procedures.

Key Responsibilities

Cargo Handling & Vessel Operations

- Load and unload cargo from vessels, including containers, pallets, vehicles, and breakbulk items.
- Assist with lashing, unlash, securing, and positioning cargo according to stowage plans.
- Support crane operations by attaching/detaching lifting gear, spreaders, and rigging equipment.
- Handle special cargo such as reefers, OOG, DG, or heavy-lift items following safety protocols.

Terminal & Yard Activities

- Move cargo within the terminal using forklifts, pallet jacks, or other equipment (depending on certification).
- Assist in staging cargo for vessel loading or truck/rail transfer.
- Support yard organization, container placement, and cargo segregation.
- Report damages, irregularities, or unsafe conditions immediately.

Safety, Security & Compliance

- Follow all port safety rules, PPE requirements, and equipment operating procedures.
- Comply with IMDG, ISPS, customs, and terminal security regulations.
- Participate in safety briefings, toolbox talks, and emergency drills.
- Ensure safe working distances around cranes, vehicles, and heavy machinery.

Equipment Handling & Maintenance

- Operate basic terminal equipment (forklifts, tugmasters, pallet movers) if certified.
- Inspect tools, rigging gear, and equipment before use, report defects.
- Maintain clean and organized work areas to prevent hazards.
- Support minor equipment adjustments or checks as instructed.

Teamwork & Communication

- Coordinate with crane operators, signalers, supervisors, and vessel crews.
- Communicate clearly via radio or hand signals to ensure safe operations.
- Support collaborative problem-solving during peak periods or irregular operations.
- Follow instructions from shift leaders and terminal supervisors.



Required Skills & Competencies

Technical Skills

- Experience in cargo handling, port operations, or industrial environments.
- Ability to use rigging gear, lashing equipment, and basic terminal tools.
- Knowledge of safe lifting practices and cargo-handling procedures.
- Equipment operation skills (forklift, reach stacker, tugmaster) are an advantage.
- Familiarity with IMDG, port safety rules, and vessel operations is beneficial.

Soft Skills

- Strong situational awareness and safety mindset.
- Physical stamina and ability to work in demanding conditions.
- Team-oriented with clear communication skills.
- Ability to follow instructions precisely and work under time pressure.
- Reliability, punctuality, and discipline.

Qualifications & Experience

- Experience in port, terminal, warehouse, or industrial operations preferred.
- Valid certifications for equipment operation (if required by the terminal).
- Basic understanding of maritime safety and cargo-handling standards.
- No formal degree required; vocational training is an advantage.

Working Conditions

- Outdoor work in varied weather conditions (heat, cold, rain, wind).
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to noise, heavy machinery, and fast-moving equipment.
- Physically demanding tasks include lifting, climbing, and manual handling.
- High-intensity operational environment requiring constant awareness.

Key Performance Indicators (KPIs)

- Accuracy and speed of cargo handling
- Safety performance and incident-free operations
- Vessel turnaround support and productivity
- Compliance with operational and safety procedures
- Teamwork and communication effectiveness
- Equipment handling quality and care



2.4. Crane Operator (STS, RTG, RMG)

Ship-to-Shore | Rubber-Tyred Gantry | Rail-Mounted Gantry

Position Overview

The Crane Operator is responsible for operating heavy lifting equipment - including STS (Ship-to-Shore), RTG (Rubber-Tyred Gantry), and RMG (Rail-Mounted Gantry) cranes - to safely and efficiently load, unload, and stack containers in a port or terminal environment. This role plays a critical part in vessel turnaround, yard productivity, and overall terminal performance.

The operator must demonstrate exceptional precision, situational awareness, and adherence to safety procedures while working in a high-risk, fast-paced operational setting.

Key Responsibilities

Crane Operation & Cargo Handling

- Operate STS cranes to load and discharge containers from vessels according to stowage plans.
- Operate RTG or RMG cranes to stack, move, and position containers within the yard.
- Ensure accurate placement of containers on trucks, terminal tractors, rail wagons, or yard stacks.
- Handle special cargo (reefers, OOG, DG) following terminal procedures and safety rules.
- Maintain smooth coordination with signalers, ground staff, and vessel planners.

Safety & Compliance

- Follow all port safety regulations, crane operating procedures, and PPE requirements.
- Conduct pre-operation checks on cranes, spreaders, cables, and safety systems.
- Report any equipment defects, malfunctions, or safety hazards immediately.
- Ensure compliance with IMDG, ISPS, and terminal safety standards.
- Maintain safe working distances from vessels, equipment, and personnel.

Operational Efficiency

- Execute container moves with precision to maximize productivity and minimize delays.
- Monitor crane performance and adjust operations based on weather, vessel conditions, or yard congestion.
- Support vessel turnaround targets and yard productivity KPIs.
- Communicate effectively via radio with ground teams and supervisors.

Equipment Care & Monitoring

- Perform basic maintenance checks and ensure cranes are kept in optimal working condition.
- Monitor fuel/electric systems, alarms, and operational indicators.
- Assist maintenance teams during inspections, repairs, or troubleshooting.
- Keep accurate logs of crane usage, issues, and operational notes.

Coordination & Communication

- Work closely with signalers, lashers, truck drivers, and yard teams.
- Follow instructions from vessel planners, yard planners, and shift supervisors.



- Communicate clearly and calmly during high-pressure or irregular operations.
- Support teamwork and safe coordination during complex lifts or adverse conditions.

Required Skills & Competencies

Technical Skills

- Proven experience operating STS, RTG, or RMG cranes in a port or terminal environment.
- Strong understanding of container handling, vessel operations, and yard logistics.
- Ability to interpret stowage plans, yard maps, and operational instructions.
- Familiarity with TOS systems (e.g., NAVIS N4) and radio communication protocols.
- Knowledge of IMDG, port safety rules, and lifting equipment standards.

Soft Skills

- High level of concentration, precision, and situational awareness.
- Strong communication and teamwork abilities.
- Ability to remain calm and focused during high-pressure operations.
- Discipline, reliability, and commitment to safety.
- Adaptability to change operational conditions.

Qualifications & Experience

- Experience as a crane operator in a port, terminal, or heavy-equipment environment.
- Valid crane operator certification (STS/RTG/RMG) as required by local regulations.
- Basic mechanical or technical knowledge is an advantage.
- No formal degree is required; vocational training preferred.

Working Conditions

- Work performed at height in crane cabins or remote-operation control rooms.
- Shift-based schedule including nights, weekends, and public holidays.
- Exposure to weather, noise, and fast-moving equipment.
- High-intensity operational environment requiring constant awareness and precision.

Key Performance Indicators (KPIs)

- Moves per hour (MPH) and crane productivity
- Accuracy of container placement
- Safety performance and incident-free operations
- Equipment care and reporting quality
- Vessel turnaround contribution
- Communication and teamwork effectiveness



2.5. Yard Planner – Port & Terminal Operations

Position Overview

The Yard Planner is responsible for planning, organizing, and optimizing the storage, movement, and allocation of containers within the terminal yard. This role ensures efficient yard utilization, smooth vessel and gate operations, and accurate execution of container movements. Working closely with vessel planners, gate teams, crane operators, and equipment controllers, the Yard Planner plays a central role in maintaining terminal flow and productivity.

The position requires strong analytical skills, situational awareness, and mastery of Terminal Operating Systems (TOS).

Key Responsibilities

Yard Planning & Space Optimization

- Develop daily and shift-based yard plans to ensure optimal container stacking and space utilization.
- Allocate yard blocks for import, export, transshipment, reefer, DG, and OOG cargo.
- Monitor yard density and proactively adjust plans to avoid congestion.
- Ensure efficient stacking strategies to minimize re-handles and improve equipment productivity.

Coordination with Vessel, Gate & Rail Operations

- Align yard plans with vessel stowage plans, crane sequences, and discharge/loading priorities.
- Coordinate with gate operations to manage inbound/outbound truck flows and container positioning.
- Support rail operations by preparing blocks for train loading/unloading.
- Communicate real-time changes to equipment operators and supervisors.

Execution Monitoring & Real-Time Adjustments

- Monitor yard operations through TOS dashboards and equipment telemetry.
- Adjust plans dynamically based on operational disruptions, equipment breakdowns, or weather conditions.
- Resolve container location discrepancies and ensure data accuracy.
- Support irregular operations such as vessel delays, yard congestion, or peak-volume surges.

Digital Tools & Terminal Operating Systems

- Use TOS platforms (e.g., NAVIS N4) to create, update, and monitor yard plans.
- Ensure accurate container status updates, yard moves, and operational milestones.
- Support EDI/API data flows with shipping lines, customs, and port community systems.
- Contribute to digitalization initiatives such as automation, remote operations, and predictive planning.

Safety, Compliance & Quality

- Ensure yard plans comply with safety rules, DG segregation requirements, and reefer handling standards.
- Support audits and inspections by maintaining accurate yard data and documentation.



- Promote safe equipment routing and minimize conflict points in yard layouts.
- Report hazards, unsafe conditions, or operational risks immediately.

Communication & Stakeholder Coordination

- Work closely with vessel planners, equipment controllers, shift supervisors, and gate teams.
- Provide clear instructions to RTG/RMG operators, reach stacker drivers, and yard crews.
- Communication plan changes promptly to avoid delays or mismoves.
- Support customer service teams with yard-related information when required.

🔧 Required Skills & Competencies

Technical Skills

- Strong understanding of container terminal operations, yard logistics, and vessel processes.
- Proficiency with TOS platforms (NAVIS N4 or similar).
- Ability to interpret stowage plans, yard maps, and operational data.
- Knowledge of DG segregation, reefer requirements, and OOG handling.
- Familiarity with EDI, PCS systems, and digital workflows.

Soft Skills

- Analytical mindset with strong problem-solving abilities.
- Excellent communication and coordination skills.
- Ability to work under pressure in a fast-paced operational environment.
- High attention to detail and accuracy.
- Adaptability and proactive decision-making.

🏠 Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, or supply chain.
- 2–5 years of experience in terminal operations, yard planning, or vessel planning.
- Experience with TOS systems (NAVIS N4) is highly valued.
- Knowledge of port safety rules, IMDG, and container-handling standards is beneficial.

⚓ Working Conditions

- Office-based within the terminal, with frequent coordination on the yard.
- Shift work includes nights, weekends, and public holidays.
- Fast-paced environment with time-critical decision-making.
- Close interaction with equipment operators, supervisors, and vessel teams.

💡 Key Performance Indicators (KPIs)

- Yard utilization and density management
- Re-handle rate and equipment productivity
- Accuracy of container placement and data integrity
- Vessel and gate operation support
- Safety and compliance performance
- Responsiveness to operational changes
- Communication and coordination effectiveness



2.6. Vessel Planner – Port & Terminal Operations

Position Overview

The Vessel Planner is responsible for planning, coordinating, and overseeing the loading and discharge of containers on vessels calling at the terminal. This role ensures that stowage plans are executed safely, efficiently, and in alignment with vessel stability requirements, crane productivity targets, and terminal operational constraints.

The Vessel Planner acts as the central link between shipping lines, terminal operations, crane teams, and yard planners, ensuring seamless vessel turnaround and optimal use of terminal resources.

Key Responsibilities

Stowage Planning & Execution

- Develop detailed vessel stowage plans for loading and discharge based on shipping line instructions, cargo priorities, and vessel stability requirements.
- Ensure compliance with vessel weight distribution, stack weight limits, lashing requirements, and DG segregation rules.
- Optimize crane split, bay sequencing, and move allocation to maximize productivity and minimize vessel idle time.
- Adjust plans dynamically based on operational changes, late cargo, or yard constraints.

Coordination with Terminal Operations

- Work closely with yard planners to ensure containers are positioned correctly for loading sequences.
- Coordinate with crane operators, signalers, and supervisors to ensure smooth execution of the stowage plan.
- Monitor real-time vessel progress and adjust crane assignments or sequences as needed.
- Support gate and rail teams by communicating loading priorities and cut-off requirements.

Communication with Shipping Lines & Vessel Crew

- Liaise with shipping line planners to validate stowage plans, resolve discrepancies, and confirm final load lists.
- Communicate with vessel officers regarding loading sequences, stability considerations, and operational constraints.
- Provide updates on vessel progress, delays, or operational issues.
- Ensure accurate and timely submission of BAPLIE, MOVINS, and other EDI messages.

Safety, Compliance & Quality

- Ensure all stowage plans comply with IMDG, SOLAS VGM, and terminal safety standards.
- Verify DG segregation, reefer placement, and OOG handling requirements.
- Support audits and inspections by maintaining accurate stowage documentation.
- Promote safe crane operations and minimize risk of mis-stows or unsafe lifts.

Digital Tools & Terminal Operating Systems

- Use TOS platforms (e.g., NAVIS N4) to create, update, and monitor vessel plans.
- Validate container data, vessel profiles, and bay plans within the system.



- Support EDI/API data flows with shipping lines, customs, and port community systems.
- Contribute to digitalization initiatives such as automated stowage, remote crane operations, and predictive planning.

Operational Monitoring & Problem Resolution

- Monitor vessel operations in real time and resolve issues such as mis-stows, yard shortages, or equipment breakdowns.
- Adjust crane sequences to maintain productivity during irregular operations.
- Support contingency planning during weather disruptions, vessel delays, or peak-volume surges.
- Conduct post-operation reviews to identify improvement opportunities.

Required Skills & Competencies

Technical Skills

- Strong understanding of vessel operations, stowage principles, and container terminal workflows.
- Proficiency with TOS platforms (NAVIS N4 or similar) and stowage planning tools.
- Ability to interpret bay plans, load lists, DG declarations, and vessel stability requirements.
- Knowledge of IMDG, SOLAS VGM, reefer handling, and OOG cargo rules.
- Familiarity with EDI messaging (BAPLIE, MOVINS, COPRAR).

Soft Skills

- Excellent analytical and problem-solving abilities.
- Strong communication and coordination skills.
- Ability to work under pressure in a time-critical environment.
- High attention to detail and accuracy.
- Proactive, structured, and adaptable.

Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, or supply chain.
- 2–5 years of experience in vessel planning, yard planning, or terminal operations.
- Experience with NAVIS N4 or similar systems is highly valued.
- Knowledge of port safety rules, IMDG, and container-handling standards is beneficial.

Working Conditions

- Office-based within the terminal, with frequent coordination on the quay.
- Shift work includes nights, weekends, and public holidays.
- Fast-paced environment requires rapid decision-making.
- Close interaction with vessel crews, crane operators, and terminal supervisors.

Key Performance Indicators (KPIs)

- Crane productivity (moves per hour)
- Vessel turnaround time
- Accuracy of stowage plans and data integrity
- Mis-stow rate and DG compliance
- Coordination effectiveness with yard and gate operations
- Safety and operational compliance
- Responsiveness to operational changes



2.7. Berth Planner – Port & Terminal Operations

Position Overview

The Berth Planner is responsible for planning, scheduling, and optimizing vessel berthing within the port or terminal. This role ensures efficient allocation of quay space, cranes, and marine services to support smooth vessel turnaround and maximize terminal productivity. The planner coordinates closely with port authorities, shipping lines, marine services, and terminal operations to maintain an accurate and dynamic berth plan.

The position requires strong analytical skills, real-time decision-making, and mastery of digital planning tools to manage a constantly changing operational environment.

Key Responsibilities

Berth Scheduling & Quay Allocation

- Develop and maintain the berth plan for all incoming and outgoing vessels.
- Allocate quay space based on vessel size, draft, cargo volume, crane requirements, and operational priorities.
- Ensure optimal sequencing of vessel arrivals and departures to minimize congestion and maximize quay utilization.
- Adjust berth plans dynamically based on delays, weather conditions, or operational disruptions.

Coordination with Marine & Terminal Operations

- Liaise with port authorities, pilots, tug services, and mooring teams to confirm vessel arrival windows.
- Coordinate with vessel planners, yard planners, and shift supervisors to align berth plans with operational capabilities.
- Ensure crane availability and quay equipment readiness for each vessel call.
- Communicate real-time updates to all stakeholders during vessel operations.

Operational Monitoring & Real-Time Adjustments

- Monitor vessel movements, AIS data, and marine traffic to anticipate changes.
- Update berth plans immediately in case of delays, early arrivals, or emergency situations.
- Resolve conflicts in quay allocation, crane assignment, or marine service availability.
- Support irregular operations such as weather disruptions, congestion, or equipment breakdowns.

Documentation & Digital Systems

- Use berth planning software, TOS platforms, and port community systems to maintain accurate schedules.
- Validate vessel profiles, drafts, LOA, and operational requirements in the system.
- Ensure timely submission of berth windows, marine service requests, and operational notifications.
- Maintain accurate records for reporting, audits, and performance analysis.

Safety, Compliance & Quality

- Ensure berth plans comply with port safety rules, navigational constraints, and environmental regulations.



- Consider tidal windows, draft restrictions, and quay structural limits when planning.
- Support safe vessel berthing and unberthing operations by coordinating with marine teams.
- Promote safe operational practices and report hazards or risks immediately.

Stakeholder Communication

- Act as the central point of contact for shipping lines regarding berth availability and scheduling.
- Provide timely updates to terminal operations, marine services, and port authorities.
- Support customer service teams with accurate ETA/ETD information and berth status.
- Participate in daily operational meetings and planning sessions.

🔗 Required Skills & Competencies

Technical Skills

- Strong understanding of port operations, vessel characteristics, and marine services.
- Proficiency with berth planning tools, TOS platforms, and AIS monitoring systems.
- Ability to interpret vessel schedules, drafts, LOA, and operational constraints.
- Knowledge of navigational safety, tidal windows, and quay infrastructure.
- Familiarity with EDI/API messaging and port community systems.

Soft Skills

- Excellent coordination and communication abilities.
- Strong analytical and problem-solving skills.
- Ability to make rapid decisions in a time-critical environment.
- High attention to detail and accuracy.
- Calm, structured, and adaptable under pressure.

🏠 Qualifications & Experience

- Degree or vocational training in maritime operations, logistics, or related field.
- 2–5 years of experience in port operations, marine coordination, or vessel planning.
- Experience with berth planning or TOS systems is highly valued.
- Knowledge of port safety rules, marine regulations, and vessel handling standards is beneficial.

⚓ Working Conditions

- Office-based within the terminal or port operations center.
- Shift work includes nights, weekends, and public holidays.
- Fast-paced environment requiring real-time decision-making.
- Frequent coordination with marine teams, vessel crews, and terminal supervisors.

💡 Key Performance Indicators (KPIs)

- Berth utilization and quay productivity
- Vessel turnaround time and schedule adherence
- Accuracy and stability of berth plans
- Coordination effectiveness with marine and terminal operations



- Safety and compliance performance
- Responsiveness to operational changes
- Customer and stakeholder satisfaction



2.8. Terminal Supervisor – Port & Terminal Operations

Position Overview

The Terminal Supervisor oversees daily terminal operations, ensuring the safe, efficient, and compliant handling of containers, cargo, equipment, and personnel. This role leads frontline teams, coordinates with planning and marine departments, and ensures that operational targets, safety standards, and service levels are consistently met.

The supervisor acts as the on-shift operational leader, making real-time decisions, resolving issues, and maintaining smooth terminal flow across vessel, yard, gate, and intermodal activities.

Key Responsibilities

Operational Leadership & Shift Management

- Lead and supervise terminal teams during assigned shifts (yard crews, equipment operators, lashers, gate staff).
- Ensure smooth execution of vessel, yard, and gate operations according to daily plans.
- Monitor operational performance and adjust resources to meet productivity targets.
- Conduct shift briefings, assign tasks, and ensure clear communication of priorities.

Safety, Security & Compliance

- Enforce strict adherence to port safety rules, PPE requirements, and equipment operating procedures.
- Ensure compliance with IMDG, ISPS, customs, and terminal security regulations.
- Conduct safety inspections, toolbox talks, and incident reporting.
- Intervene immediately in unsafe situations and implement corrective actions.

Coordination with Planning & Marine Teams

- Work closely with vessel planners, yard planners, and berth planners to execute operational plans.
- Coordinate with crane operators, signalers, and equipment controllers to maintain flow.
- Communicate real-time updates on progress, delays, or operational issues.
- Support marine operations during vessel arrival, berthing, and departure.

Equipment & Resource Management

- Ensure availability and proper use of terminal equipment (RTGs, reach stackers, forklifts, terminal tractors).
- Report equipment defects and coordinate with maintenance teams for repairs.
- Monitor fuel usage, equipment allocation, and operator performance.
- Support implementation of new equipment, automation, or digital tools.

Operational Monitoring & Issue Resolution

- Monitor yard density, crane productivity, gate queues, and vessel progress.
- Resolve operational bottlenecks, mis-stows, container discrepancies, or equipment conflicts.
- Manage irregular operations such as weather disruptions, congestion, or breakdowns.
- Escalate critical issues to terminal management when necessary.

Documentation & Digital Systems



- Use Terminal Operating Systems (TOS) to monitor operations and validate container movements.
- Ensure accurate data entry by teams and maintain operational logs.
- Support digital workflows such as EDI updates, automated gates, and equipment telemetry.
- Contribute to continuous improvement and digital transformation initiatives.

People Leadership & Team Development

- Supervise, coach, and motivate frontline staff to achieve high performance.
- Support training, onboarding, and competency development for operators and dockworkers.
- Manage attendance, shift rotations, and performance evaluations.
- Foster a culture of teamwork, accountability, and safety.

Required Skills & Competencies

Technical Skills

- Strong understanding of terminal operations (vessel, yard, gate, intermodal).
- Experience with TOS platforms (e.g., NAVIS N4) and radio communication protocols.
- Knowledge of IMDG, reefer handling, OOG cargo, and port safety rules.
- Familiarity with heavy equipment operations and terminal workflows.

Soft Skills

- Strong leadership and communication abilities.
- High situational awareness and safety mindset.
- Ability to make quick, sound decisions under pressure.
- Problem-solving and conflict-resolution skills.
- Organized, proactive, and adaptable.

Qualifications & Experience

- Vocational training or degree in logistics, maritime operations, or related field.
- 3–7 years of experience in terminal operations, including supervisory responsibilities.
- Experience working with container handling equipment and TOS systems is highly valued.
- Knowledge of port regulations, IMDG, and safety standards is beneficial.

Working Conditions

- On-site role in a port or terminal environment.
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to weather, noise, and heavy machinery.
- High-intensity operational environment requiring constant awareness.

Key Performance Indicators (KPIs)

- Crane and yard productivity
- Vessel turnaround time
- Gate throughput and queue management
- Safety performance and incident reduction
- Accuracy of container movements and data integrity
- Team performance and shift discipline
- Responsiveness to operational disruptions



2.9. Terminal Operations Manager – Port & Terminal Operations

Position Overview

The Terminal Operations Manager is responsible for overseeing all day-to-day operational activities within the terminal, ensuring safe, efficient, and compliant handling of containers, cargo, equipment, and vessel operations. This senior role leads multiple operational teams, drives productivity, ensures service-level performance, and supports continuous improvement and digital transformation initiatives.

The manager acts as the operational backbone of the terminal, coordinating planning, marine services, maintenance, and commercial teams to deliver high-quality service to shipping lines, trucking companies, and logistics partners.

Key Responsibilities

Operational Leadership & Performance Management

- Lead and manage terminal operations across vessel, yard, gate, and intermodal activities.
- Ensure operational plans are executed efficiently and safely across all shifts.
- Monitor KPIs such as crane productivity, yard utilization, gate throughput, and vessel turnaround.
- Implement corrective actions to address bottlenecks, delays, or performance gaps.
- Ensure operational readiness during peak seasons, weather disruptions, and irregular operations.

Safety, Security & Regulatory Compliance

- Enforce strict adherence to port safety rules, PPE requirements, and equipment operating procedures.
- Ensure compliance with IMDG, ISPS, customs, and environmental regulations.
- Lead safety programs, toolbox talks, incident investigations, and risk assessments.
- Promote a strong safety culture and ensure continuous improvement in safety performance.

People Leadership & Workforce Development

- Lead, mentor, and develop supervisors, team leaders, crane operators, yard crews, and gate staff.
- Define staffing plans, shift structures, and competent frameworks.
- Conduct performance evaluations, coaching sessions, and disciplinary actions when required.
- Support training programs for operational, safety, and regulatory competencies.
- Foster a culture of accountability, teamwork, and operational excellence.

Coordination with Planning, Marine & Maintenance Teams

- Collaborate with vessel planners, yard planners, and berth planners to align operational execution with planning strategies.
- Coordinate with maintenance teams to ensure equipment availability and reliability.
- Support marine operations during vessel arrival, berthing, and departure.
- Participate in daily operational meetings and cross-functional coordination sessions.



Equipment & Infrastructure Management

- Oversee the use and allocation of terminal equipment (STS cranes, RTGs, RMGs, reach stackers, forklifts, terminal tractors).
- Monitor equipment performance, breakdowns, and maintenance schedules.
- Support procurement and commissioning of new equipment or automation systems.
- Ensure optimal use of yard space, reefer racks, DG areas, and OOG zones.

Digital Tools & Terminal Operating Systems

- Oversee the use of TOS platforms (e.g., NAVIS N4) to ensure accurate data and efficient workflows.
- Support digital transformation initiatives such as automation, remote crane operations, IoT tracking, and predictive planning.
- Ensure accurate EDI/API data flows with shipping lines, customs, and port community systems.
- Promote data-driven decision-making and operational transparency.

Customer & Stakeholder Management

- Act as the senior operational contact for shipping lines, trucking companies, rail operators, and port authorities.
- Support commercial teams with operational insights for tenders, RFQs, and customer reviews.
- Manage escalations and ensure rapid resolution of service failures or operational disruptions.
- Represent terminal operations in customer meetings and port coordination forums.

Continuous Improvement & Innovation

- Lead initiatives to improve productivity, reduce costs, and enhance service quality.
- Implement lean, Six Sigma, or Kaizen methodologies where applicable.
- Evaluate new technologies, automation solutions, and process redesigns.
- Conduct post-operation reviews and implement lessons learned.

🔗 Required Skills & Competencies

Leadership & Management Skills

- Strong leadership presence with the ability to guide large, diverse operational teams.
- Excellent decision-making skills, especially under pressure.
- I am skilled in conflict resolution, communication, and stakeholder management.
- Ability to balance strategic thinking with hands-on operational oversight.

Technical & Industry Expertise

- Deep understanding of container terminal operations, vessel handling, yard logistics, and gate processes.
- Strong knowledge of port safety rules, IMDG, ISPS, and customs regulations.
- Experience with TOS platforms (NAVIS N4 or similar) and digital workflows.
- Familiarity with heavy equipment operations and maintenance processes.

Soft Skills

- Analytical mindset with strong problem-solving abilities.
- High attention to detail and operational discipline.



- Adaptability and resilience in a fast-paced environment.
- Customer-centric approach with a focus on service excellence.

Qualifications & Experience

- Degree in logistics, maritime operations, engineering, or business administration.
- 5–10 years of experience in terminal operations, including supervisory or managerial roles.
- Experience with container handling equipment and TOS systems is highly valued.
- Knowledge of automation, digitalization, or large-scale operational projects is an advantage.

Working Conditions

- On-site role in a port or terminal environment.
- Shift-based or extended-hours availability depending on operational needs.
- Exposure to weather, noise, and heavy machinery.
- High-intensity environment requiring rapid decision-making and constant situational awareness.

Key Performance Indicators (KPIs)

- Crane productivity (MPH) and yard productivity
- Vessel turnaround time and schedule adherence
- Gate throughput and truck turnaround time
- Safety performance and incident reduction
- Data accuracy and TOS compliance
- Cost efficiency and resource utilization
- Team performance and workforce engagement
- Customer satisfaction and service reliability



2.10. Port Captain – Marine & Terminal Operations

Position Overview

The Port Captain is responsible for overseeing all marine-related activities within a port or terminal, ensuring safe, efficient, and compliant vessel operations. This role acts as the primary liaison between vessel crews, terminal operations, port authorities, and marine service providers. The Port Captain ensures that vessels are handled safely, cargo operations are optimized, and all regulatory and operational standards are met. The position requires deep maritime expertise, strong leadership, and the ability to make rapid, informed decisions in a dynamic port environment.

Key Responsibilities

Vessel Operations Oversight

- Supervise and coordinate all vessel-related activities including berthing, unberthing, mooring, and cargo operations.
- Ensure safe and efficient loading and discharge of cargo in line with stowage plans and vessel requirements.
- Monitor vessel stability, trim, and safety conditions during operations.
- Support vessel master's with operational guidance and port-specific procedures.

Marine Safety & Regulatory Compliance

- Ensure full compliance with IMO, SOLAS, MARPOL, ISPS, and local port regulations.
- Conduct safety inspections, risk assessments, and operational audits on vessels and terminal interfaces.
- Oversee dangerous goods handling, reefer cargo, and special cargo operations.
- Coordinate with port state control, customs, immigration, and maritime authorities.

Coordination with Terminal & Marine Services

- Work closely with berth planners, vessel planners, and terminal supervisors to align marine and terminal operations.
- Coordinate with pilots, tugboats, mooring gangs, and marine service providers.
- Ensure timely communication of ETAs, ETDs, berth changes, and operational constraints.
- Support contingency planning during weather disruptions, congestion, or equipment failures.

Cargo Quality & Operational Standards

- Ensure cargo is handled according to shipping line standards, customer requirements, and safety rules.
- Monitor lashing/unlashing operations, reefer connections, and OOG cargo handling.
- Investigate cargo damage, operational incidents, and near-misses; implement corrective actions.
- Maintain high service quality for vessel turnaround and cargo integrity.

Stakeholder & Customer Interaction

- Act as the primary operational contact for vessel masters, shipping lines, and agents.
- Provide operational briefings, updates, and post-operation reports.



- Support customer service teams with marine-related information and issue resolution.
- Represent the terminal or shipping line in port coordination meetings and marine forums.

Documentation & Reporting

- Prepare operational reports, incident logs, and compliance documentation.
- Validate stowage plans, cargo manifests, and vessel documentation as required.
- Ensure accurate and timely submission of marine notifications and regulatory forms.
- Maintain detailed records for audits, inspections, and performance analysis.

Continuous Improvement & Training

- Identify opportunities to improve vessel handling efficiency and marine safety.
- Support training programs for terminal staff on marine procedures and safety standards.
- Participate in emergency response drills and crisis-management exercises.
- Contribute to digitalization initiatives such as electronic documentation, IoT visibility, and automated reporting.

Required Skills & Competencies

Technical Skills

- Strong knowledge of vessel operations, marine navigation, and cargo handling.
- Familiarity with IMO conventions, port regulations, and maritime safety standards.
- Ability to interpret stowage plans, stability calculations, and marine documentation.
- Experience with port community systems, TOS platforms, and marine communication tools.
- Understanding of DG handling, reefer operations, and OOG cargo requirements.

Soft Skills

- Strong leadership and decision-making abilities.
- Excellent communication with vessel crews, port authorities, and terminal teams.
- High situational awareness and safety mindset.
- Ability to work under pressure in a fast-moving operational environment.
- Problem-solving, diplomacy, and conflict-resolution skills.

Qualifications & Experience

- Master Mariner license (Class 1) or equivalent maritime qualification strongly preferred.
- 5–10 years of seagoing experience, ideally as Chief Officer or Master.
- Experience in port operations, marine services, or terminal management is highly valued.
- Strong knowledge of maritime regulations, cargo handling, and vessel stability.

Working Conditions

- On-site role in a port or terminal environment.
- Frequent interaction with vessel crews, marine services, and port authorities.
- Shift work or extended hours depending on vessel schedules.
- Exposure to weather, noise, and marine operational risks.



- High-intensity environment requiring rapid decision-making and constant awareness.

💡 **Key Performance Indicators (KPIs)**

- Vessel turnaround time and operational efficiency
- Safety performance and regulatory compliance
- Cargo handling quality and incident reduction
- Accuracy of marine documentation and reporting
- Stakeholder satisfaction (masters, shipping lines, port authorities)
- Responsiveness to operational disruptions
- Continuous improvement and training contributions



2.11. Marine Operations Coordinator – Port & Marine Services

Position Overview

The Marine Operations Coordinator supports and oversees the safe, efficient, and compliant execution of all marine-related activities within the port or terminal. This role acts as the operational link between vessel crews, port authorities, pilots, tug operators, terminal teams, and shipping line representatives. The coordinator ensures smooth vessel arrivals, berthing, cargo operations, and departures while maintaining accurate communication and documentation.

This position requires strong situational awareness, excellent coordination skills, and a deep understanding of marine and terminal operations.

Key Responsibilities

Vessel Arrival & Departure Coordination

- Monitor vessel schedules, ETAs, ETDs, and berth assignments.
- Coordinate with pilots, tugs, mooring gangs, and port authorities to ensure timely vessel movements.
- Communicate operational updates to vessel masters, agents, and terminal teams.
- Support berth planning by providing real-time vessel status and marine constraints.

Cargo Operation Support

- Assist in coordinating loading and discharge operations in alignment with stowage plans.
- Ensure safe handling of special cargo (DG, reefers, OOG) in cooperation with terminal teams.
- Monitor vessel progress and escalate delays or operational issues.
- Support lashing/unlashing coordination and ensure compliance with safety standards.

Marine Safety & Compliance

- Ensure adherence to IMO, SOLAS, MARPOL, ISPS, and local port regulations.
- Conduct safety checks and report hazards, near-misses, or non-compliance.
- Support dangerous goods documentation and segregation requirements.
- Assist in emergency response procedures and marine incident reporting.

Stakeholder Communication

- Act as a key contact for vessel crews, shipping agents, port authorities, and terminal supervisors.
- Provide timely updates on berth changes, weather impacts, equipment availability, and operational constraints.
- Participate in daily operational briefings and coordination meetings.
- Support customer service teams with marine-related information.

Documentation & Digital Systems

- Prepare and validate marine documentation such as arrival notices, departure reports, and operational logs.
- Update vessel milestones and marine service requests in port community systems (PCS).
- Ensure accurate EDI/API data exchange with shipping lines and authorities.



- Maintain detailed records for audits, inspections, and performance reporting.

Operational Monitoring & Issue Resolution

- Track vessel operations in real time and identify potential bottlenecks.
- Coordinate with terminal operations to resolve yard, crane, or equipment conflicts.
- Support contingency planning during weather disruptions, congestion, or emergencies.
- Assist in post-operation reviews and continuous improvement initiatives.

Required Skills & Competencies

Technical Skills

- Strong understanding of marine operations, vessel handling, and port logistics.
- Familiarity with IMO regulations, port rules, and marine safety standards.
- Experience with PCS systems, AIS tracking tools, and TOS platforms.
- Ability to interpret stowage plans, vessel documentation, and marine service requirements.
- Knowledge of DG handling, reefer operations, and OOG cargo is an advantage.

Soft Skills

- Excellent communication and coordination abilities.
- High situational awareness and safety-first mindset.
- Ability to make quick, informed decisions under pressure.
- Strong problem-solving and conflict-resolution skills.
- Organized, proactive, and adaptable in dynamic environments.

Qualifications & Experience

- Degree or vocational training in maritime operations, logistics, or related field.
- 2–5 years of experience in marine coordination, port operations, or vessel operations.
- Experience interacting with vessel crews, pilots, and port authorities is highly valued.
- Knowledge of maritime regulations and port safety standards is beneficial.

Working Conditions

- On-site role in a port or terminal environment.
- Shift-based schedule, including nights, weekends, and public holidays.
- Frequent interaction with vessel crews, marine services, and terminal teams.
- Exposure to weather, noise, and marine operational risks.
- Fast-paced environment requiring real-time decision-making.

Key Performance Indicators (KPIs)

- Vessel arrival and departure punctuality
- Accuracy of marine documentation and data updates
- Safety performance and regulatory compliance
- Communication quality with vessel crews and stakeholders
- Responsiveness to operational disruptions
- Contribution to vessel turnaround efficiency
- Quality of coordination with terminal and marine services



2.12. Reefer Technician – Refrigerated Container Operations

Position Overview

The Reefer Technician is responsible for the inspection, monitoring, maintenance, and repair of refrigerated containers (reefers) within a port, terminal, depot, or logistics facility. This role ensures that temperature-controlled cargo - such as pharmaceuticals, perishables, and high-value goods - is handled safely, accurately, and in compliance with operational and regulatory standards.

The technician works closely with terminal operations, shipping lines, maintenance teams, and quality departments to guarantee optimal reefer performance and cargo integrity.

Key Responsibilities

Reefer Monitoring & Temperature Control

- Perform pre-trip inspections (PTI) on reefer units to verify operational readiness.
- Monitor temperature settings, alarms, and performance indicators throughout the container's stay.
- Adjust temperature, humidity, ventilation, and atmosphere settings according to shipping line instructions.
- Ensure accurate recording of temperature logs and operational data.

Maintenance & Repair

- Diagnose and repair mechanical, electrical, and refrigeration system issues on reefer units.
- Replace faulty components such as compressors, sensors, controllers, fans, and wiring.
- Perform routine maintenance including cleaning, lubrication, and calibration.
- Coordinate with OEM service providers (Carrier, Thermo King, Daikin, StarCool) when required.

Operational Support

- Assist terminal teams with reefer plug-in, disconnect, and power supply management.
- Ensure proper placement of reefers in designated racks or yard blocks.
- Respond to reefer alarms, breakdowns, or urgent service requests.
- Support loading and discharge operations by verifying reefer readiness.

Safety, Compliance & Quality

- Follow all safety procedures related to electrical work, refrigeration systems, and hazardous cargo.
- Ensure compliance with IMDG, ISO standards, and shipping line requirements.
- Maintain accurate documentation for audits, inspections, and quality checks.
- Report unsafe conditions, equipment defects, or operational risks immediately.

Digital Tools & Documentation

- Use Terminal Operating Systems (TOS) and reefer monitoring platforms to update status and service records.
- Complete PTI reports, repair logs, and service checklists.
- Support digital reefer monitoring systems (IoT sensors, remote monitoring, automated alerts).



- Ensure accurate EDI/API data exchange with shipping lines and port community systems.

Stakeholder Coordination

- Communicate with shipping line representatives regarding reefer status, repairs, and approvals.
- Coordinate with terminal operations, yard planners, and gate teams for reefer positioning.
- Support customer service teams with reefer-related inquiries and cargo status updates.
- Liaise with external technicians or OEM specialists when advanced repairs are required.

Required Skills & Competencies

Technical Skills

- Strong knowledge of refrigeration systems, electrical circuits, and mechanical components.
- Experience with reefer brands such as Carrier, Thermo King, Daikin, and StarCool.
- Ability to interpret wiring diagrams, service manuals, and technical specifications.
- Familiarity with TOS platforms, reefer monitoring systems, and digital tools.
- Understanding of IMDG, food safety, and cold-chain handling requirements.

Soft Skills

- Strong problem-solving and diagnostic abilities.
- High attention to detail and accuracy.
- Ability to work independently and under time pressure.
- Clear communication and teamwork skills.
- Safety-first mindset and disciplined work habits.

Qualifications & Experience

- Vocational training or certification in refrigeration, HVAC, electrical engineering, or related field.
- 2–5 years of experience in reefer maintenance, HVAC systems, or container repair.
- OEM certifications (Carrier, Thermo King, Daikin, StarCool) are a strong advantage.
- Knowledge of port/terminal operations is beneficial but not mandatory.

Working Conditions

- On-site role in a port, terminal, depot, or logistics facility.
- Outdoor work in varying weather conditions.
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to electrical systems, refrigerants, and heavy equipment.
- Fast-paced environment requiring rapid response to alarms and breakdowns.

Key Performance Indicators (KPIs)

- PTI completion accuracy and timeliness
- Reefer uptime and operational reliability
- Response time to alarms and breakdowns
- Quality of repairs and maintenance



- Compliance with safety and regulatory standards
- Data accuracy in TOS and monitoring systems
- Customer and shipping line satisfaction



2.13. Dangerous Goods Terminal Specialist – Port & Terminal Operations

Position Overview

The Dangerous Goods Terminal Specialist is responsible for ensuring the safe, compliant, and efficient handling of all dangerous goods (DG) within the terminal. This role oversees DG acceptance, storage, segregation, documentation, and operational execution in accordance with IMDG, ADR, ICAO, and local port regulations. The specialist acts as the subject-matter expert for DG-related matters, supporting terminal teams, shipping lines, and regulatory authorities.

This position requires deep regulatory knowledge, strong operational awareness, and the ability to enforce strict safety standards in a high-risk environment.

Key Responsibilities

DG Acceptance & Documentation Control

- Verify DG documentation including DGD (Dangerous Goods Declaration), MSDS, packing certificates, and labels.
- Ensure compliance with IMDG Code, port regulations, and shipping line requirements.
- Validate container markings, placards, UN numbers, and packaging integrity.
- Reject or quarantine non-compliant DG units and coordinate corrective actions.

DG Handling, Storage & Segregation

- Oversee the safe handling of DG containers during loading, discharge, and yard operations.
- Ensure correct segregation according to IMDG compatibility groups and terminal layout.
- Monitor DG storage areas, reefer DG units, and time-sensitive cargo.
- Coordinate with yard planners to assign appropriate DG blocks and buffer zones.

Safety, Compliance & Risk Management

- Conduct DG inspections, audits, and safety checks across the terminal.
- Ensure compliance with IMDG, ISPS, MARPOL, SOLAS, ADR, and local port authority rules.
- Support incident investigations involving DG leaks, spills, or non-compliance.
- Participate in emergency response planning and drills with fire, hazmat, and port safety teams.

Operational Coordination

- Work closely with vessel planners, yard planners, and gate teams to ensure DG compliance during operations.
- Coordinate with shipping lines, agents, and vessel crews regarding DG stowage and restrictions.
- Support gate operations by verifying DG documentation and ensuring proper routing.
- Provide real-time guidance during irregular operations or DG-related disruptions.

Training & Awareness

- Provide DG awareness training to terminal staff, equipment operators, and supervisors.
- Support competency development for DG handling, segregation, and emergency response.



- Promote a strong safety culture and ensure staff understand DG risks and procedures.

Digital Tools & Reporting

- Use TOS platforms to update DG status, yard positions, and operational milestones.
- Maintain accurate DG registers, incident logs, and compliance reports.
- Support digital DG workflows such as automated alerts, EDI messaging, and PCS updates.
- Prepare reports for shipping lines, port authorities, and regulatory bodies.

Stakeholder Communication

- Act as the primary DG contact for shipping lines, port authorities, customs, and safety agencies.
- Provide timely updates on DG status, compliance issues, and operational constraints.
- Participate in DG-related meetings, audits, and regulatory inspections.
- Support customer service teams with DG-specific inquiries.

Required Skills & Competencies

Technical Skills

- Strong knowledge of IMDG Code, ADR, SOLAS, MARPOL, and port DG regulations.
- Ability to interpret DG documentation, MSDS sheets, and compatibility tables.
- Familiarity with TOS platforms (e.g., NAVIS N4) and DG monitoring tools.
- Understanding of DG stowage, segregation, and emergency response procedures.
- Experience with reefer DG, OOG DG, and high-risk cargo is an advantage.

Soft Skills

- High attention to detail and strong safety mindset.
- Excellent communication and coordination abilities.
- Ability to make rapid, informed decisions under pressure.
- Strong problem-solving and risk-assessment skills.
- Calm, structured, and authoritative in high-risk situations.

Qualifications & Experience

- DG certification (IMDG training, DG awareness, DG handling) required.
- 2–5 years of experience in terminal operations, DG handling, or maritime logistics.
- Background in safety, compliance, or hazmat operations is highly valued.
- Vocational training or degree in logistics, maritime operations, or safety management is beneficial.

Working Conditions

- On-site role in a port or terminal environment.
- Exposure to hazardous materials, weather conditions, and heavy equipment.
- Shift-based schedule, including nights, weekends, and public holidays.
- High-intensity environment requires constant vigilance and safety awareness.

Key Performance Indicators (KPIs)

- DG compliance rate and audit performance
- Accuracy of DG documentation and segregation



- Incident and near-miss reduction
- Response time to DG alarms or irregularities
- Data accuracy in TOS and DG registers
- Stakeholder satisfaction (shipping lines, authorities)
- Training completion and staff competency levels



2.14. Ro-Ro Operations Specialist – Port & Terminal Operations

Position Overview

The Ro-Ro Operations Specialist is responsible for coordinating and overseeing all roll-on/roll-off cargo operations, including the loading, discharge, stowage, and securing of vehicles, trailers, machinery, and breakbulk units. This role ensures that Ro-Ro vessels are handled safely, efficiently, and in compliance with shipping line requirements, port regulations, and international safety standards.

The specialist acts as the operational link between vessel crews, terminal teams, trucking companies, and port authorities, ensuring smooth cargo flow and optimal vessel turnaround.

Key Responsibilities

Ro-Ro Cargo Handling & Vessel Operations

- Coordinate the loading and discharge of vehicles, trailers, machinery, and rolling stock.
- Ensure proper stowage, lashing, and securing of cargo according to vessel plans and safety standards.
- Supervise ramp operations, traffic flow, and vehicle movement inside the vessel.
- Monitor cargo integrity and report damage, irregularities, or unsafe conditions.

Operational Planning & Execution

- Review stowage plans, cargo manifests, and loading instructions prior to vessel operations.
- Coordinate with vessel planners, terminal supervisors, and shipping line representatives.
- Ensure correct sequencing of cargo to optimize vessel space and minimize handling time.
- Support yard teams in preparing cargo for loading and organizing discharged units.

Safety, Security & Compliance

- Enforce strict adherence to port safety rules, PPE requirements, and Ro-Ro operational procedures.
- Ensure compliance with ISPS, IMDG (for DG units), SOLAS, and local port regulations.
- Conduct safety checks on ramps, decks, lashing gear, and vehicle movement areas.
- Participate in incident investigations, risk assessments, and safety drills.

Stakeholder Coordination

- Act as the operational point of contact for vessel crews, shipping agents, trucking companies, and port authorities.
- Communicate real-time updates on cargo readiness, delays, and operational constraints.
- Coordinate with gate teams to manage inbound/outbound vehicle flows.
- Support customer service teams with Ro-Ro-related inquiries and cargo status updates.

Documentation & Digital Systems

- Verify cargo documentation, vehicle lists, and loading instructions.



- Update cargo movements and operational milestones in TOS or Ro-Ro management systems.
- Maintain accurate records for audits, inspections, and shipping line reporting.
- Support digital workflows such as scanning, EDI updates, and automated cargo tracking.

Quality Control & Damage Prevention

- Inspect vehicles and machinery for damages prior to loading and after discharge.
- Ensure correct use of lashing equipment and adherence to cargo-specific securing standards.
- Identify and mitigate risks related to cargo stability, weight distribution, and deck safety.
- Support continuous improvement initiatives to reduce damage rates and improve handling quality.

🔗 Required Skills & Competencies

Technical Skills

- Strong understanding of Ro-Ro vessel operations, cargo handling, and stowage principles.
- Knowledge of lashing techniques, securing equipment, and vehicle handling procedures.
- Familiarity with TOS platforms, Ro-Ro cargo systems, and digital documentation tools.
- Understanding of IMDG, ISPS, SOLAS, and port safety regulations.
- Ability to interpret stowage plans, cargo lists, and operational instructions.

Soft Skills

- Excellent coordination and communication abilities.
- High situational awareness and strong safety mindset.
- Ability to work under pressure in a fast-paced operational environment.
- Problem-solving and decision-making skills.
- Team-oriented, proactive, and adaptable.

🏠 Qualifications & Experience

- Vocational training or degree in logistics, maritime operations, or related field.
- 2–5 years of experience in Ro-Ro operations, terminal handling, or vessel operations.
- Experience with vehicle handling, heavy machinery, or breakbulk cargo is an advantage.
- Knowledge of maritime safety and Ro-Ro operational standards is highly valued.

⚓ Working Conditions

- On-site role in a port or terminal environment.
- Outdoor work in varying weather conditions.
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to noise, heavy machinery, and vehicle movement.
- High-intensity environment requiring constant awareness and safe coordination.

💡 Key Performance Indicators (KPIs)

- Vessel turnaround time and operational efficiency
- Cargo damage rate and securing quality
- Safety performance and compliance with regulations



- Accuracy of cargo documentation and data updates
- Traffic flow efficiency during loading/discharge
- Stakeholder satisfaction (shipping lines, trucking companies)
- Responsiveness to operational disruptions



2.15. Breakbulk Operations Specialist – Port & Terminal Operations

Position Overview

The Breakbulk Operations Specialist is responsible for coordinating and supervising the safe, efficient, and compliant handling of breakbulk cargo, including steel products, project cargo, timber, machinery, heavy-lift units, and other non-containerized goods. This role ensures smooth vessel operations, accurate cargo documentation, and proper use of lifting gear and equipment.

The specialist acts as the operational link between vessel crews, terminal teams, stevedores, trucking companies, and port authorities, ensuring high-quality service and optimal vessel turnaround.

Key Responsibilities

Breakbulk Cargo Handling & Vessel Operations

- Coordinate loading and discharge of breakbulk cargo according to stowage plans and shipping line instructions.
- Supervise lifting operations involving slings, spreaders, chains, hooks, and specialized lifting gear.
- Ensure proper cargo securing, dunnage placement, and lashing in accordance with safety standards.
- Monitor cargo integrity and report damages, irregularities, or unsafe conditions immediately.

Operational Planning & Execution

- Review stowage plans, cargo manifests, and lifting instructions prior to vessel operations.
- Plan cargo sequencing to optimize vessel space, crane productivity, and operational flow.
- Coordinate with crane operators, riggers, lashers, and stevedore teams.
- Support yard teams in cargo staging, segregation, and preparation for loading.

Heavy-Lift & Project Cargo Support

- Assist in planning and executing heavy-lift operations involving oversized or high-value cargo.
- Ensure correct use of specialized lifting gear, lifting beams, and rigging equipment.
- Conduct risk assessments and safety checks for complex lifts.
- Liaise with engineering teams, surveyors, and project cargo specialists when required.

Safety, Security & Compliance

- Enforce strict adherence to port safety rules, PPE requirements, and lifting procedures.
- Ensure compliance with ISPS, IMDG (for DG breakbulk), SOLAS, and local port regulations.
- Conduct toolbox talks, safety briefings, and operational inspections.
- Participate in incident investigations and implement corrective actions.

Stakeholder Coordination

- Act as the operational point of contact for vessel crews, shipping agents, trucking companies, and port authorities.



- Communicate real-time updates on cargo readiness, delays, and operational constraints.
- Coordinate with gate teams to manage inbound/outbound breakbulk cargo flows.
- Support customer service teams with cargo-specific inquiries and status updates.

Documentation & Digital Systems

- Verify cargo documentation, lifting instructions, and stowage plans.
- Update cargo movements and operational milestones in TOS or breakbulk management systems.
- Maintain accurate records for audits, inspections, and shipping line reporting.
- Support digital workflows such as scanning, EDI updates, and cargo tracking.

Quality Control & Damage Prevention

- Inspect cargo for damages before loading and after discharge.
- Ensure correct handling of sensitive cargo such as coils, plates, timber, and machinery.
- Identify and mitigate risks related to cargo stability, weight distribution, and lifting safety.
- Support continuous improvement initiatives to reduce damage rates and improve handling quality.

Required Skills & Competencies

Technical Skills

- Strong understanding of breakbulk and project cargo handling.
- Knowledge of rigging, lifting gear, and heavy-lift procedures.
- Familiarity with TOS platforms and breakbulk cargo systems.
- Ability to interpret stowage plans, lifting diagrams, and cargo specifications.
- Understanding of IMDG, ISPS, SOLAS, and port safety regulations.

Soft Skills

- Excellent coordination and communication abilities.
- High situational awareness and strong safety mindset.
- Ability to work under pressure in a fast-paced operational environment.
- Problem-solving and decision-making skills.
- Team-oriented, proactive, and adaptable.

Qualifications & Experience

- Vocational training or degree in logistics, maritime operations, or related field.
- 2–5 years of experience in breakbulk, project cargo, or multipurpose terminal operations.
- Experience with rigging, heavy-lift operations, or industrial cargo handling is an advantage.
- Knowledge of maritime safety and breakbulk operational standards is highly valued.

Working Conditions

- On-site role in a port or terminal environment.
- Outdoor work in varying weather conditions.
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to noise, heavy machinery, and lifting operations.



- High-intensity environment requires constant awareness and safe coordination.

💡 **Key Performance Indicators (KPIs)**

- Vessel turnaround time and operational efficiency
- Cargo damage rate and lifting quality
- Safety performance and compliance with regulations
- Accuracy of cargo documentation and data updates
- Crane productivity and lifting cycle efficiency
- Stakeholder satisfaction (shipping lines, trucking companies)
- Responsiveness to operational disruptions



2.16. Shipping Line Operations Coordinator

Position Overview

The Shipping Line Operations Coordinator ensures the efficient, accurate, and compliant execution of all operational activities related to vessel calls, container movements, and port interactions on behalf of a shipping line. This role acts as the operational bridge between terminals, vessel crews, port authorities, trucking companies, and internal departments, ensuring that schedules, documentation, and service levels are consistently met.

The coordinator plays a key role in maintaining vessel turnaround efficiency, container flow integrity, and customer satisfaction.

Key Responsibilities

Vessel Call Coordination

- Monitor vessel schedules, ETAs, ETDs, and port rotations.
- Coordinate with terminals, port authorities, pilots, and agents to ensure smooth vessel arrivals and departures.
- Validate berth windows, crane requirements, and operational constraints.
- Communicate real-time updates to internal teams and vessel crews.

Stowage & Cargo Operations Support

- Review and validate stowage plans, load lists, and discharge lists.
- Ensure accurate transmission of BAPLIE, MOVINS, and other EDI messages.
- Coordinate with terminal planners to resolve mis-stows, late cargo, or DG issues.
- Monitor vessel progress and escalate operational disruptions.

Container Flow & Equipment Control

- Track container movements, including import, export, transshipment, and empty repositioning.
- Coordinate with depots, trucking companies, and rail operators to ensure timely container availability.
- Support equipment control teams with inventory accuracy and repositioning plans.
- Resolve discrepancies in container status, seals, or documentation.

Documentation & Regulatory Compliance

- Prepare and validate operational documentation such as manifests, DG declarations, and port clearance forms.
- Ensure compliance with customs, port regulations, IMDG, SOLAS VGM, and carrier standards.
- Maintain accurate records for audits, inspections, and regulatory reporting.
- Support digital documentation workflows and EDI/API data exchanges.

Customer & Stakeholder Communication

- Act as the operational point of contact for customers, freight forwarders, and agents.
- Provide updates on vessel status, cargo readiness, and operational constraints.
- Support customer service teams with operational insights and issue resolution.
- Coordinate with commercial teams on service reliability and schedule performance.

Issue Resolution & Operational Monitoring



- Monitor terminal operations, yard conditions, and gate flows affecting the shipping line.
- Resolve operational bottlenecks such as cargo delays, DG restrictions, or equipment shortages.
- Support contingency planning during weather disruptions, congestion, or vessel delays.
- Conduct post-call reviews and contribute to continuous improvement initiatives.

Digital Tools & Systems

- Use carrier systems, TOS platforms, and port community systems to track operations.
- Ensure accurate data entry and timely updates of vessel milestones and container status.
- Support digital transformation initiatives such as automated documentation, IoT tracking, and predictive planning.

🔧 Required Skills & Competencies

Technical Skills

- Strong understanding of shipping line operations, vessel handling, and container logistics.
- Familiarity with EDI messages (BAPLIE, MOVINS, COPRAR, CODECO).
- Experience with TOS platforms, port community systems, and carrier operational tools.
- Knowledge of IMDG, SOLAS VGM, customs procedures, and port regulations.
- Ability to interpret stowage plans, manifests, and operational documentation.

Soft Skills

- Excellent communication and coordination abilities.
- High attention to detail and accuracy.
- Ability to work under pressure in a time-critical environment.
- Strong problem-solving and decision-making skills.
- Customer-focused, proactive, and adaptable.

🏠 Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, or supply chain.
- 2–5 years of experience in shipping line operations, terminal operations, or port agency.
- Experience with container logistics and vessel operations is highly valued.
- Knowledge of maritime regulations and digital documentation standards is beneficial.

⚓ Working Conditions

- Office-based with regular presence at terminals or port facilities.
- May require shift work depending on vessel schedules.
- Fast-paced environment with time-critical decision-making.
- Frequent interaction with vessel crews, terminal teams, and logistics partners.

💡 Key Performance Indicators (KPIs)

- Vessel schedule adherence and turnaround performance
- Accuracy of documentation and EDI transmissions
- Container flow efficiency and inventory accuracy
- DG and regulatory compliance



- Customer satisfaction and communication quality
- Responsiveness to operational disruptions
- Reduction of mis-stows, delays, and operational errors



2.17. Vessel Operations Manager – Port & Terminal Operations

Position Overview

The Vessel Operations Manager oversees all operational activities related to vessel calls, ensuring safe, efficient, and compliant loading and discharge operations. This role leads to vessel planning and execution teams, coordinates with marine services, and acts as the primary operational interface with shipping lines and vessel crews. The manager is accountable for vessel turnaround performance, crane productivity, and the overall quality of ship-side operations.

This position requires deep operational knowledge, strong leadership, and the ability to make rapid, high-impact decisions in a dynamic port environment.

Key Responsibilities

Leadership of Vessel Operations

- Lead and manage vessel planners, quay supervisors, signalers, lashers, and crane teams.
- Ensure vessel operations are executed according to stowage plans, safety rules, and productivity targets.
- Conduct pre-operation briefings and post-operation reviews to drive continuous improvement.
- Oversee shift handovers and ensure operational continuity across 24/7 schedules.

Operational Performance & Productivity

- Monitor crane productivity, crane splits, and bay sequencing to maximize efficiency.
- Ensure vessel turnaround times meet contractual and service-level expectations.
- Identify bottlenecks and implement corrective actions in real time.
- Optimize resource allocation (cranes, labor, equipment) based on vessel requirements.

Marine Coordination & Port Interface

- Coordinate with pilots, tugs, mooring teams, and port authorities for vessel arrival and departure.
- Validate berth readiness, tidal windows, draft restrictions, and quay conditions.
- Ensure accurate communication of ETAs, ETDs, and operational constraints.
- Support berth planning with vessel-specific operational insights.

Safety, Compliance & Risk Management

- Enforce strict adherence to port safety rules, PPE requirements, and crane operating procedures.
- Ensure compliance with IMDG, SOLAS VGM, ISPS, and local port regulations.
- Lead incident investigations and implement corrective and preventive actions.
- Conduct safety audits, toolbox talks, and operational risk assessments.

Customer & Stakeholder Management

- Act as the senior operational contact for shipping lines, vessel masters, and agents.
- Provide real-time updates on vessel progress, delays, and operational issues.



- Participate in customer reviews, performance meetings, and service improvement discussions.
- Ensure high service quality and proactive communication.

Documentation & Digital Systems

- Oversee the accuracy of stowage plans, load lists, discharge lists, and EDI messages (BAPLIE, MOVINS).
- Ensure timely updates of vessel milestones in TOS and port community systems.
- Validate DG documentation, reefer lists, and special cargo requirements.
- Support digital transformation initiatives such as remote crane operations and automated reporting.

Continuous Improvement & Innovation

- Drive initiatives to improve crane productivity, reduce mis-stows, and enhance operational flow.
- Implement lean, Six Sigma, or Kaizen methodologies where applicable.
- Evaluate new technologies, automation solutions, and process redesigns.
- Develop SOPs and best practices for vessel operations.

Required Skills & Competencies

Technical Expertise

- Deep understanding of vessel operations, stowage planning, and terminal workflows.
- Strong knowledge of IMDG, SOLAS, ISPS, and port regulations.
- Proficiency with TOS platforms (NAVIS N4 or similar) and EDI messaging.
- Familiarity with crane operations, yard logistics, and marine services.

Leadership & Soft Skills

- Strong leadership presence with the ability to guide large operational teams.
- Excellent communication and stakeholder-management abilities.
- High situational awareness and a strong safety mindset.
- Ability to make rapid, informed decisions under pressure.
- Analytical, structured, and proactive.

Qualifications & Experience

- Degree in logistics, maritime operations, engineering, or related field.
- 5–10 years of experience in vessel operations, terminal operations, or marine coordination.
- Experience in a supervisory or managerial role is highly valued.
- Knowledge of automation, digitalization, and advanced terminal systems is an advantage.

Working Conditions

- On-site role in a port or terminal environment.
- Shift-based or extended-hours availability depending on vessel schedules.
- Exposure to weather, noise, and heavy machinery.
- High-intensity environment requiring constant situational awareness.

Key Performance Indicators (KPIs)

- Vessel turnaround time and schedule adherence
- Crane productivity (MPH) and operational efficiency
- Mis-stow rate and cargo-handling accuracy
- Safety performance and incident reduction



- Customer satisfaction and communication quality
- Data accuracy and EDI/TOS compliance
- Team performance and workforce engagement



2.18. Container Control Coordinator – Equipment & Logistics Operations

Position Overview

The Container Control Coordinator is responsible for managing the movement, tracking, and availability of containers across terminals, depots, customer locations, and transport networks. This role ensures that equipment inventories are accurate, repositioning is optimized, and containers are supplied where and when they are needed. The coordinator acts as the operational link between shipping lines, depots, trucking companies, terminals, and internal logistics teams.

This position requires strong analytical skills, attention to detail, and the ability to manage high-volume data flows in a fast-paced environment.

Key Responsibilities

Container Inventory Management

- Monitor container stock levels across terminals, depots, and inland locations.
- Ensure accurate tracking of full, empty, damaged, and special equipment (reefers, flat racks, open tops).
- Reconcile discrepancies between system records and physical inventories.
- Maintain up-to-date container status in operational systems.

Equipment Repositioning & Allocation

- Plan and coordinate empty container repositioning to meet export demand.
- Optimize equipment flows to reduce imbalances, storage costs, and unnecessary moves.
- Coordinate with trucking companies, rail operators, and depots for timely repositioning.
- Support equipment allocation for key customers and special cargo requirements.

Depot & Terminal Coordination

- Liaise with depots regarding repairs, cleaning, PTIs, and availability of equipment.
- Coordinate with terminals on container release, acceptance, and gate movements.
- Ensure damaged containers are identified, reported, and routed for repair.
- Monitor depot performance and turnaround times.

Documentation & Data Accuracy

- Validate CODECO, COARRI, and other EDI messages from terminals and depots.
- Ensure correct container status updates (gate-in, gate-out, repair, hold, release).
- Maintain accurate records for audits, billing, and operational reporting.
- Support digital workflows such as automated inventory updates and IoT tracking.

Customer & Stakeholder Support

- Provide equipment availability updates to customer service and sales teams.
- Support customers with special equipment requests or urgent allocations.
- Coordinate with shipping line operations, vessel planners, and equipment managers.
- Communicate proactively about shortages, delays, or operational constraints.

Issue Resolution & Operational Monitoring



- Investigate and resolve container discrepancies, mismoves, or incorrect status updates.
- Monitor dwell times, storage charges, and long-standing units.
- Support contingency planning during peak seasons, congestion, or equipment shortages.
- Escalate critical issues to equipment managers or operations leadership.

Required Skills & Competencies

Technical Skills

- Strong understanding of container logistics, depot operations, and terminal workflows.
- Familiarity with EDI messages (CODECO, COARRI, COPARN, etc.).
- Experience with TOS platforms, depot systems, and shipping line equipment tools.
- Knowledge of container types, repair standards, and equipment lifecycle.
- Ability to analyze inventory data and identify trends or discrepancies.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and coordination abilities.
- Analytical mindset with problem-solving skills.
- Ability to work under pressure in a time-critical environment.
- Proactive, organized, and customer-focused.

Qualifications & Experience

- Degree or vocational training in logistics, supply chain, or maritime operations.
- 2–5 years of experience in container control, depot operations, or shipping line logistics.
- Experience with equipment management systems is highly valued.
- Knowledge of container repair standards (IICL) is an advantage.

Working Conditions

- Office-based with regular interaction with terminals, depots, and transport partners.
- May require occasional on-site inspections or depot visits.
- Fast-paced environment with high data volume and time-sensitive tasks.
- Coordination across multiple time zones depending on network scope.

Key Performance Indicators (KPIs)

- Inventory accuracy and discrepancy resolution
- Equipment availability and allocation performance
- Empty repositioning efficiency and cost control
- Depot turnaround time and repair cycle performance
- Data accuracy in EDI and operational systems
- Customer satisfaction and responsiveness
- Reduction of long-standing or idle equipment



2.19. Fleet Manager (Container Vessels)

Technical & Marine Operations Leadership

Position Overview

The Fleet Manager is responsible for the safe, reliable, and cost-effective technical management of a fleet of container vessels. This role oversees vessel performance, maintenance, compliance, crewing, and operational readiness while ensuring alignment with company standards, regulatory requirements, and commercial commitments.

Acting as the senior link between shipboard teams, technical superintendents, marine operations, chartering, and executive leadership, the Fleet Manager ensures that vessels operate safely, efficiently, and competitively in global liner trades.

Key Responsibilities

Technical & Operational Management

- Oversee the technical condition, seaworthiness, and operational readiness of all assigned container vessels.
- Ensure compliance with class, flag state, port state, and international regulations (SOLAS, MARPOL, ISM, ISPS).
- Approve and monitor planned maintenance systems (PMS) and dry-dock schedules.
- Review vessel performance metrics such as fuel consumption, speed, and machinery health.

Maintenance, Repairs & Dry-Docking

- Plan, budget, and supervise dry-dockings, major repairs, and retrofits.
- Approve repair specifications, vendor selection, and cost estimates.
- Monitor progress of yard work and ensure timely redelivery of vessels.
- Evaluate condition reports, class recommendations, and superintendent feedback.

Safety, Quality & Compliance

- Ensure full compliance with ISM Code, safety management systems, and environmental standards.
- Lead incident investigations and implement corrective and preventive actions.
- Conduct fleet-wide safety audits, risk assessments, and performance reviews.
- Promote a strong safety culture across ship and shore teams.

Crew Management & Leadership

- Oversee crewing strategies, manning levels, and competency requirements.
- Support training, certification, and performance evaluation of officers and crew.
- Ensure alignment with MLC standards and company crewing policies.
- Foster strong communication and trust between shipboard and shore-based teams.

Budgeting & Cost Control

- Prepare and manage annual technical budgets for each vessel.
- Monitor OPEX, repair costs, spares consumption, and fuel efficiency.
- Identify cost-saving opportunities without compromising safety or quality.
- Approve procurement of spare parts, lubricants, and technical services.

Performance Optimization



- Monitor vessel KPIs including fuel efficiency, speed, emissions, and port performance.
- Support initiatives such as slow steaming, hull optimization, and energy-saving retrofits.
- Collaborate with chartering and operations teams to align technical performance with commercial needs.
- Evaluate digital tools, IoT systems, and predictive maintenance technologies.

Stakeholder & Customer Interaction

- Act as the primary technical contact for charterers, terminals, and regulatory authorities.
- Provide operational updates, performance reports, and compliance documentation.
- Support commercial teams with vessel capability assessments and customer requirements.
- Represent the fleet in audits, inspections, and industry forums.

🔧 Required Skills & Competencies

Technical Expertise

- Deep knowledge of container vessel systems, propulsion, cargo gear, and marine engineering.
- Strong understanding of class rules, flag requirements, and international maritime regulations.
- Experience with PMS, dry-dock planning, and technical budgeting.
- Familiarity with fuel optimization, emissions control, and energy-efficiency technologies.

Leadership & Soft Skills

- Strong leadership presence with the ability to guide superintendents and shipboard teams.
- Excellent communication and stakeholder-management abilities.
- High situational awareness and a strong safety mindset.
- Analytical, structured, and decisive under pressure.

👤 Qualifications & Experience

- Master Mariner or Chief Engineer license (Class 1) strongly preferred.
- 7–15 years of experience in technical management, marine engineering, or ship operations.
- Experience managing container vessels is highly valued.
- Background in ship management, liner shipping, or technical superintendent roles is ideal.

⚓ Working Conditions

- Office-based with frequent travel to vessels, shipyards, and ports.
- Occasional attendance during dry-dockings, major repairs, or incident investigations.
- Fast-paced environment requiring rapid decision-making and cross-department coordination.
- Responsibility for 24/7 operational readiness of assigned vessels.

💡 Key Performance Indicators (KPIs)

- Vessel technical reliability and off-hire reduction



- Safety performance and regulatory compliance
- Dry-dock execution quality and budget adherence
- Fuel efficiency and emissions performance
- OPEX control and cost optimization
- Crew competency and retention
- Customer and charterer satisfaction
- Fleet-wide continuous improvement initiatives



2.20. Network & Capacity Planner – Shipping Line & Global Logistics

Position Overview

The Network & Capacity Planner is responsible for designing, optimizing, and managing the shipping line's service network and container capacity across trade lanes. This role ensures that vessel space, equipment availability, and intermodal capacity are aligned with market demand, operational constraints, and commercial strategy.

The planner acts as a central link between trade management, operations, equipment control, revenue management, and customer-facing teams - balancing profitability, service reliability, and network efficiency.

Key Responsibilities

Network Design & Optimization

- Develop and refine service rotations, port calls, and transit-time structures across global trade lanes.
- Analyze vessel deployment options, fleet utilization, and schedule integrity.
- Evaluate network performance using KPIs such as reliability, cost per TEU, and slot utilization.
- Support long-term network strategy, including new services, alliances, and capacity upgrades.

Capacity Planning & Allocation

- Forecast demand and allocate vessel capacity across trades, services, and customer segments.
- Balance cargo mix (import/export/transshipment) to maximize revenue and operational efficiency.
- Coordinate with revenue management to optimize load factors and minimize empty slots.
- Adjust capacity plans based on seasonality, market trends, and operational disruptions.

Equipment & Intermodal Coordination

- Align container equipment availability with network capacity and trade forecasts.
- Coordinate with equipment control teams on repositioning strategies and inventory balancing.
- Ensure inland and feeder capacity supports mainline vessel schedules.
- Monitor bottlenecks in depots, rail, barge, and trucking networks.

Schedule Integrity & Operational Support

- Monitor vessel schedules, delays, and port congestion impacts on network performance.
- Support recovery plans, port omissions, and schedule adjustments.
- Collaborate with marine operations, terminals, and port captains to maintain service reliability.
- Evaluate operational constraints such as draft limits, crane productivity, and berth windows.

Commercial & Customer Alignment

- Provide capacity forecasts and space availability updates to sales and key account teams.



- Support pricing and trade management with network insights and cost-to-serve analysis.
- Ensure strategic customers receive agreed capacity commitments.
- Communicate proactively about space shortages, overbooking risks, or service changes.

Data Analysis & Reporting

- Analyze demand patterns, booking trends, and historical performance.
- Use advanced analytics tools to model scenarios and optimize network decisions.
- Prepare reports on utilization, profitability, and network efficiency.
- Support digital transformation initiatives such as predictive demand planning and AI-driven optimization.

🔧 Required Skills & Competencies

Technical Skills

- Strong understanding of liner shipping networks, vessel deployment, and intermodal logistics.
- Proficiency with forecasting tools, analytics platforms, and planning software.
- Knowledge of container equipment flows, slot management, and revenue optimization.
- Familiarity with port operations, terminal constraints, and global trade dynamics.

Soft Skills

- Analytical mindset with strong problem-solving abilities.
- Excellent communication and cross-functional coordination skills.
- Ability to make data-driven decisions under time pressure.
- Structured, proactive, and commercially aware.
- Comfortable working with large datasets and complex scenarios.

🏠 Qualifications & Experience

- Degree in logistics, supply chain, maritime economics, business, or related field.
- 3–7 years of experience in network planning, capacity management, trade management, or liner operations.
- Experience in a global shipping line, NVOCC, or intermodal logistics provider is highly valued.
- Strong analytical and digital skills, including Excel, BI tools, or optimization software.

⚓ Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with high analytical and decision-making demands.
- Frequent interaction with commercial, operational, and executive teams.
- Occasional travel to regional offices, terminals, or customer meetings.

💡 Key Performance Indicators (KPIs)

- Slot utilization and load factor performance
- Network reliability and schedule integrity
- Profitability per service/trade
- Equipment balance and repositioning efficiency
- Forecast accuracy and demand-capacity alignment
- Customer satisfaction and service stability



- Cost-to-serve and network optimization impact



2.21. Marine Superintendent – Fleet & Marine Operations

Position Overview

The Marine Superintendent ensures the safe, compliant, and efficient operation of vessels within the fleet. This role provides technical and operational oversight, supports shipboard teams, conducts audits and inspections, and ensures adherence to international maritime regulations and company standards. Acting as the primary shore-side link for Masters and officers, the Marine Superintendent drives safety culture, navigational excellence, and operational readiness across all assigned vessels. This position requires deep seagoing experience, strong leadership, and the ability to make informed decisions in high-pressure marine environments.

Key Responsibilities

Safety, Quality & Regulatory Compliance

- Ensure full compliance with SOLAS, MARPOL, ISM, ISPS, STCW, and flag-state requirements.
- Conduct internal audits, navigational assessments, and safety inspections onboard vessels.
- Lead incident investigations, root-cause analysis, and corrective action implementation.
- Maintain and improve the Safety Management System (SMS) and emergency response procedures.
- Support Port State Control and Class inspections, ensuring vessels remain in good standing.

Operational Oversight & Navigational Support

- Provide guidance to Masters and officers on navigation, seamanship, cargo operations, and marine procedures.
- Review passage plans, navigational practices, and bridge team management standards.
- Monitor vessel performance, operational KPIs, and compliance with company policies.
- Support safe mooring, berthing, cargo handling, and emergency drills.
- Assist vessels during challenging operations such as heavy weather, restricted waters, or high-risk ports.

Crew Competence & Training

- Evaluate crew performance and ensure officers meet competency and certification requirements.
- Conduct onboard training in navigation, safety, emergency response, and operational procedures.
- Promote a strong safety culture and encourage continuous learning.
- Support crewing teams with selection, promotion, and performance reviews.

Emergency Response & Crisis Management

- Participate in the company's emergency response team (ERT).
- Provide operational guidance during incidents such as groundings, collisions, pollution events, or machinery failures.
- Coordinate with authorities, insurers, salvors, and Class during emergencies.
- Lead post-incident reviews and implement lessons learned.



Documentation & Reporting

- Maintain accurate records of audits, inspections, drills, and compliance documentation.
- Prepare operational reports, navigational assessments, and superintendent visit summaries.
- Ensure timely submission of regulatory and company-required documentation.
- Support digitalization initiatives such as electronic logs, remote monitoring, and performance analytics.

Stakeholder & Customer Interaction

- Act as the operational contact for charterers, terminals, port authorities, and regulatory bodies.
- Provide vessel capability information, operational updates, and compliance documentation.
- Represent the company during inspections, vettings, and customer audits.
- Support commercial teams with operational insights and voyage feasibility assessments.

Required Skills & Competencies

Technical Expertise

- Deep knowledge of navigation, seamanship, cargo operations, and marine safety.
- Strong understanding of international maritime regulations and Class/flag requirements.
- Experience with ISM/ISPS systems, audits, and vessel inspections.
- Familiarity with digital navigation tools, ECDIS, and performance monitoring systems.

Leadership & Soft Skills

- Strong leadership presence with the ability to guide and mentor shipboard teams.
- Excellent communication and diplomacy with multicultural crews.
- High situational awareness and a strong safety mindset.
- Analytical, structured, and decisive under pressure.

Qualifications & Experience

- Master Mariner (Class 1) license strongly preferred.
- 7–15 years of seagoing experience, ideally as Chief Officer or Master.
- Experience in ship management, marine operations, or superintendent roles is highly valued.
- Background in container, tanker, bulk, or multipurpose vessels depending on fleet type.

Working Conditions

- Office-based with frequent travel to vessels, ports, and shipyards.
- Attendance required during audits, vetting's, dry-dockings, and incident investigations.
- Fast-paced environment with 24/7 operational responsibilities.
- Close collaboration with technical, crewing, HSQE, and commercial departments.

Key Performance Indicators (KPIs)



- Safety performance and incident reduction
- PSC/Class inspection results and compliance scores
- Navigational audit outcomes and SMS adherence
- Crew competency and training effectiveness
- Operational reliability and voyage performance
- Quality of superintendent reports and follow-up actions
- Customer and charterer satisfaction



2.22. Cargo Superintendent – Port, Vessel & Terminal Operations

Position Overview

The Cargo Superintendent oversees and coordinates all cargo-handling activities during vessel operations, ensuring that loading, discharge, stowage, and securing are performed safely, efficiently, and in accordance with operational plans, regulatory requirements, and customer expectations. Acting as the on-site cargo expert, the superintendent works closely with vessel crews, terminal teams, stevedores, surveyors, and shipping line representatives to maintain cargo integrity and operational excellence.

This role requires strong technical cargo knowledge, leadership on the quay, and the ability to manage high-pressure, time-critical operations.

Key Responsibilities

Cargo Handling Supervision

- Oversee loading and discharge operations for all cargo types (containers, breakbulk, bulk, Ro-Ro, project cargo).
- Ensure correct execution of stowage plans, lifting instructions, and cargo-specific handling procedures.
- Supervise stevedores, riggers, lashers, and equipment operators during operations.
- Monitor cargo integrity and report damages, irregularities, or unsafe conditions immediately.

Stowage, Lashing & Securing

- Verify correct stowage, weight distribution, and cargo placement according to vessel plans.
- Ensure proper lashing, dunnage, and securing of cargo in compliance with safety standards.
- Support heavy-lift and project cargo operations, including rigging checks and lift planning.
- Coordinate with vessel officers to validate stowage adjustments or operational changes.

Safety, Compliance & Quality Control

- Enforce strict adherence to port safety rules, PPE requirements, and cargo-handling procedures.
- Ensure compliance with IMDG, SOLAS, ISPS, MARPOL, and local port regulations.
- Conduct toolbox talks, safety briefings, and operational inspections.
- Participate in incident investigations and implement corrective actions.

Operational Coordination

- Act as the primary operational contact for vessel crews, shipping agents, surveyors, and terminal supervisors.
- Communicate real-time updates on cargo readiness, delays, and operational constraints.
- Coordinate with yard teams, gate operations, and equipment controllers to maintain cargo flow.
- Support berth planning and vessel operations teams with cargo-related insights.



Documentation & Reporting

- Verify cargo documentation, manifests, lifting diagrams, and stowage instructions.
- Maintain accurate operational logs, damage reports, and shift summaries.
- Support digital workflows such as scanning, EDI updates, and cargo tracking systems.
- Provide post-operation reports to shipping lines, surveyors, and terminal management.

Quality Assurance & Damage Prevention

- Inspect cargo before loading and after discharge to identify damages or non-compliance.
- Ensure correct handling of sensitive cargo such as coils, timber, vehicles, and machinery.
- Identify risks related to cargo stability, lifting safety, and stowage integrity.
- Drive continuous improvement initiatives to reduce damage rates and improve handling quality.

Required Skills & Competencies

Technical Skills

- Strong understanding of cargo-handling operations across multiple cargo types.
- Knowledge of rigging, lifting gear, lashing systems, and heavy-lift procedures.
- Familiarity with TOS platforms, cargo-tracking systems, and digital documentation tools.
- Ability to interpret stowage plans, lifting diagrams, and cargo specifications.
- Understanding of IMDG, SOLAS, ISPS, and port safety regulations.

Soft Skills

- Excellent coordination and communication abilities.
- High situational awareness and strong safety mindset.
- Ability to lead teams in fast-paced, high-pressure environments.
- Problem-solving and decision-making skills.
- Proactive, structured, and adaptable.

Qualifications & Experience

- Vocational training or degree in logistics, maritime operations, or related field.
- 3–7 years of experience in cargo operations, stevedoring, or vessel/terminal handling.
- Experience with breakbulk, bulk, Ro-Ro, or project cargo is highly valued.
- Knowledge of maritime safety and cargo-handling standards is essential.

Working Conditions

- On-site role in a port or terminal environment.
- Outdoor work in varying weather conditions.
- Shift-based schedule, including nights, weekends, and public holidays.
- Exposure to noise, heavy machinery, and lifting operations.
- High-intensity environment requires constant awareness and safe coordination.

Key Performance Indicators (KPIs)

- Cargo damage rate and handling quality
- Vessel turnaround time and operational efficiency
- Safety performance and compliance with regulations



- Accuracy of documentation and reporting
- Crane/lifting productivity and cycle efficiency
- Stakeholder satisfaction (shipping lines, surveyors, terminals)
- Responsiveness to operational disruptions



2.23. Bunker (Fuel) Specialist – Marine Fuel Operations & Compliance

Position Overview

The Bunker (Fuel) Specialist is responsible for planning, coordinating, and overseeing all aspects of marine fuel procurement, delivery, quality control, and regulatory compliance for a fleet of vessels. This role ensures that ships receive the correct grade, quantity, and quality of fuel at the right time and location, while optimizing costs and minimizing operational risks.

The specialist acts as a key interface between bunker suppliers, vessel crews, port authorities, chartering teams, and technical departments - ensuring safe, efficient, and compliant bunkering operations worldwide.

Key Responsibilities

Fuel Planning & Procurement

- Plan bunker requirements based on voyage schedules, consumption forecasts, and commercial constraints.
- Source and negotiate fuel purchases with bunker suppliers, traders, and physical delivery operators.
- Optimize fuel procurement strategies to reduce costs while ensuring operational reliability.
- Monitor global bunker markets, price trends, and supply availability.

Bunkering Operations Coordination

- Arrange bunker deliveries at ports, anchorages, or offshore locations.
- Coordinate with vessel Masters, Chief Engineers, and port authorities to ensure safe bunkering procedures.
- Verify delivery schedules, barge availability, and operational constraints.
- Monitor bunkering progress and resolve issues such as delays, incompatibility, or safety concerns.

Fuel Quality & Quantity Assurance

- Ensure compliance with ISO 8217 fuel standards and MARPOL Annex VI requirements.
- Review bunker delivery notes (BDNs), sampling procedures, and laboratory test results.
- Investigate off-spec fuel incidents and coordinate corrective actions.
- Maintain records of fuel quality performance and supplier reliability.

Regulatory Compliance & Environmental Standards

- Ensure adherence to IMO 2020 sulfur regulations, ECA zone requirements, and emissions-control policies.
- Support compliance with EU ETS, CII, EEXI, and other decarbonization frameworks.
- Monitor vessel emissions data and support reporting obligations.
- Coordinate with technical teams on scrubber operations, LNG bunkering, or alternative fuels.

Operational & Technical Support

- Provide guidance to vessels on fuel changeover procedures, compatibility, and consumption optimization.



- Support technical teams with troubleshooting fuel-related issues (sludge, cat fines, stability).
- Assist in evaluating new fuel types such as VLSFO, ULSFO, LNG, methanol, biofuels, and ammonia.
- Contribute to energy-efficiency initiatives and fuel-saving programs.

Documentation & Reporting

- Maintain accurate bunker procurement records, delivery notes, and compliance documentation.
- Prepare bunker consumption reports, cost analyses, and supplier performance reviews.
- Support digitalization initiatives such as automated fuel monitoring, mass-flow meters, and IoT-based consumption tracking.
- Provide data for audits, inspections, and regulatory reporting.

Stakeholder & Supplier Management

- Build strong relationships with bunker suppliers, traders, surveyors, and port authorities.
- Coordinate with chartering, operations, and technical departments on fuel-related decisions.
- Manage disputes related to off-spec fuel, short delivery, or operational disruptions.
- Participate in supplier evaluations and contract negotiations.

Required Skills & Competencies

Technical Skills

- Strong understanding of marine fuels, ISO 8217 standards, and bunkering procedures.
- Knowledge of MARPOL Annex VI, IMO 2020, ECA regulations, and emissions-control frameworks.
- Familiarity with vessel fuel systems, consumption patterns, and energy-efficiency technologies.
- Experience with bunker procurement platforms, mass-flow meters, and digital monitoring tools.
- Ability to interpret laboratory fuel analysis reports and troubleshoot fuel issues.

Soft Skills

- Strong negotiation and communication abilities.
- High attention to detail and analytical mindset.
- Ability to work under pressure in time-critical operational environments.
- Problem-solving skills and a proactive, structured approach.
- Strong stakeholder-management and commercial awareness.

Qualifications & Experience

- Degree in maritime engineering, logistics, marine operations, or related field.
- 3–7 years of experience in bunker procurement, marine engineering, or ship operations.
- Experience with fuel testing, bunker surveys, or marine fuel trading is highly valued.
- Knowledge of alternative fuels and decarbonization strategies is an advantage.

Working Conditions



- Office-based with frequent coordination across global time zones.
- Occasional travel to ports, bunker barges, or vessel inspections.
- Fast-paced environment with high commercial and operational responsibility.
- 24/7 availability during critical bunkering operations or emergencies.

💡 **Key Performance Indicators (KPIs)**

- Fuel cost optimization and procurement efficiency
- Compliance with MARPOL, ISO, and emissions regulations
- Fuel quality performance and off-spec incident reduction
- Accuracy of consumption forecasts and bunker planning
- Supplier reliability and delivery performance
- Vessel operational reliability and fuel-related downtime reduction
- Contribution to decarbonization and energy-efficiency initiatives



2.24. Stowage Planner – Vessel Planning & Terminal Operations

Position Overview

The Stowage Planner is responsible for creating, validating, and optimizing stowage plans for container vessels to ensure safe, efficient, and compliant loading and discharge operations. This role balances vessel stability, cargo mix, port rotations, crane productivity, and regulatory requirements while coordinating closely with shipping lines, terminals, and vessel crews.

The planner acts as the operational architect of each vessel call, ensuring that every container is placed correctly to support safety, schedule integrity, and commercial commitments.

Key Responsibilities

Stowage Planning & Optimization

- Prepare detailed stowage plans for inbound and outbound vessels using specialized planning software.
- Optimize container placement based on weight, size, DG class, reefer requirements, and port rotation.
- Ensure vessel stability, trim, and stress parameters remain within safe limits.
- Maximize crane splits and bay sequencing to improve operational efficiency.

Operational Coordination

- Collaborate with terminal vessel planners, yard planners, and operations teams to align execution with the stowage plan.
- Communicate with shipping line operations regarding late bookings, no-shows, DG approvals, and special cargo.
- Coordinate with vessel officers to validate stowage plans and resolve operational constraints.
- Support real-time adjustments during vessel operations due to weather, equipment issues, or cargo changes.

Safety, Compliance & Cargo Integrity

- Ensure compliance with IMDG Code, SOLAS VGM, and vessel-specific cargo limitations.
- Validate DG segregation, reefer power availability, and OOG handling requirements.
- Prevent mis-stows, overweight placements, and unsafe stack configurations.
- Support incident investigations related to stowage or cargo damage.

Documentation & Digital Systems

- Prepare and transmit EDI messages such as BAPLIE, MOVINS, and COPRAR.
- Maintain accurate stowage records, vessel profiles, and cargo manifests.
- Use TOS and stowage planning systems (e.g., NAVIS StowMan, MACS3, CASP).
- Support digitalization initiatives such as automated stowage validation and AI-assisted planning.

Customer & Stakeholder Interaction

- Provide stowage-related updates to shipping lines, agents, and customer service teams.
- Support key accounts with special cargo requirements or stowage-sensitive shipments.



- Participate in pre-call and post-call reviews with terminals and shipping lines.
- Communicate proactively about operational risks, delays, or stowage constraints.

Continuous Improvement

- Analyze vessel performance, crane productivity, and stowage-related delays.
- Identify opportunities to improve planning accuracy and operational efficiency.
- Contribute to SOP development, training, and best-practice sharing.
- Support network and capacity teams with vessel utilization insights.

Required Skills & Competencies

Technical Skills

- Strong understanding of container vessel design, stability, and cargo-handling principles.
- Proficiency with stowage planning software and TOS platforms.
- Knowledge of IMDG, SOLAS VGM, and port regulations.
- Ability to interpret vessel profiles, bay plans, and cargo manifests.
- Familiarity with reefer, DG, OOG, and special cargo requirements.

Soft Skills

- High attention to detail and accuracy.
- Strong analytical and problem-solving abilities.
- Excellent communication and coordination skills.
- Ability to work under pressure in time-critical environments.
- Structured, proactive, and adaptable.

Qualifications & Experience

- Degree or vocational training in maritime operations, logistics, or naval architecture.
- 2–5 years of experience in vessel planning, terminal operations, or shipping line operations.
- Experience with stowage planning systems is highly valued.
- Knowledge of vessel stability and cargo-handling regulations is essential.

Working Conditions

- Office-based with close coordination with terminals and vessel operations teams.
- May require shift work depending on vessel schedules.
- Fast-paced environment with high operational responsibility.
- Occasional visits to terminals or vessels for operational reviews.

Key Performance Indicators (KPIs)

- Accuracy and quality of stowage plans
- Vessel turnaround time and crane productivity
- Mis-stow rate and cargo-handling accuracy
- Compliance with DG, reefer, and stability requirements
- Data accuracy in EDI and planning systems
- Stakeholder satisfaction (shipping lines, terminals, vessel crews)
- Contribution to operational efficiency and continuous improvement



2.25. Claims Specialist (Cargo & Vessel)

Marine Claims, Loss Prevention & Operational Risk

Position Overview

The Claims Specialist is responsible for investigating, evaluating, and resolving cargo and vessel-related claims arising from maritime transport, terminal operations, and intermodal logistics. This role ensures that claims are handled efficiently, fairly, and in compliance with international conventions, insurance policies, and company procedures. Acting as the link between customers, surveyors, insurers, legal teams, and operational departments, the specialist safeguards the company's financial exposure while supporting continuous improvement in cargo handling and vessel operations.

This position requires strong analytical skills, deep knowledge of maritime liability frameworks, and the ability to manage complex, time-sensitive cases.

Key Responsibilities

Claims Handling & Investigation

- Receive, register, and assess cargo and vessel claims (damage, loss, contamination, delay, equipment damage).
- Conduct root-cause investigations by reviewing operational logs, stowage plans, photos, survey reports, and statements.
- Determine liability based on evidence, contractual terms, and applicable conventions (Hague-Visby, Hamburg Rules, CMR, etc.).
- Coordinate with surveyors, terminals, depots, and vessel crews to gather supporting documentation.
- Prepare claim assessments and recommend settlement or denial.

Customer & Stakeholder Communication

- Act as the primary contact for customers, insurers, P&I Clubs, brokers, and legal representatives.
- Provide clear updates on claim status, required documents, and expected timelines.
- Support customer service teams with claim-related inquiries and dispute resolution.
- Communicate professionally and diplomatically in sensitive or high-value cases.

Insurance & Legal Coordination

- Liaise with P&I Clubs, hull & machinery insurers, and cargo underwriters.
- Ensure claims are handled in accordance with policy terms and reporting requirements.
- Support legal teams with documentation for litigation, arbitration, or subrogation.
- Assist in negotiating settlements and recovering costs from liable third parties.

Operational Support & Loss Prevention

- Identify operational weaknesses contributing to recurring claims (e.g., mis-stows, handling errors, lashing failures).
- Provide feedback to terminal operations, vessel teams, and equipment control to prevent future incidents.
- Participate in safety and quality audits related to cargo handling and vessel operations.



- Support development of SOPs, training materials, and corrective action plans.

Documentation & Reporting

- Maintain accurate claim files, evidence records, and correspondence.
- Prepare claim summaries, KPI reports, and trend analyses for management.
- Ensure timely reporting to insurers, authorities, and internal stakeholders.
- Support digitalization initiatives such as automated claim workflows and data analytics.

Financial Control

- Evaluate claim values, reserve estimates, and settlement proposals.
- Monitor claim-related costs and ensure financial accuracy in claim reserves.
- Support recovery actions against third parties (stevedores, depots, carriers, subcontractors).
- Contribute to budgeting and forecasting for claims exposure.

Required Skills & Competencies

Technical Skills

- Strong understanding of maritime law, cargo liability, and international transport conventions.
- Knowledge of container, breakbulk, bulk, and Ro-Ro cargo characteristics.
- Familiarity with vessel operations, terminal processes, and equipment handling.
- Ability to interpret survey reports, stowage plans, and operational documentation.
- Experience with claims management systems and digital workflows.

Soft Skills

- Excellent analytical and investigative abilities.
- Strong communication and negotiation skills.
- High attention to detail and accuracy.
- Ability to manage multiple cases under time pressure.
- Diplomacy, professionalism, and customer-centric thinking.

Qualifications & Experience

- Degree in maritime law, logistics, marine operations, insurance, or related field.
- 3–7 years of experience in marine claims, P&I, cargo insurance, or shipping operations.
- Experience with P&I Clubs, surveyors, or legal firms is highly valued.
- Knowledge of international conventions and marine insurance frameworks is essential.

Working Conditions

- Office-based on occasional visits to terminals, depots, or vessels.
- Interaction with global stakeholders across multiple time zones.
- Fast-paced environment requiring rapid decision-making and careful documentation.
- Occasional travel for surveys, hearings, or settlement meetings.

Key Performance Indicators (KPIs)

- Claim resolution time and efficiency
- Accuracy of liability assessments and reserve estimates
- Recovery rate from third parties
- Reduction of recurring claim types



- Customer satisfaction and communication quality
- Compliance with insurance and legal requirements
- Quality of documentation and reporting



2.26. Customer Service Representative (Carrier)

Customer Experience • Shipment Coordination • Carrier Operations

Position Overview

The Customer Service Representative (Carrier) is responsible for delivering high-quality support to customers, freight forwarders, and logistics partners throughout the full shipment lifecycle. This role ensures accurate booking execution, timely documentation, proactive communication, and smooth coordination with internal operational teams such as vessel planning, equipment control, and finance. Acting as the customer's primary point of contact, the CSR safeguards service reliability, resolves issues, and strengthens the carrier's reputation for operational excellence.

Key Responsibilities

Booking & Shipment Management

- Process bookings, amendments, and cancellations in line with carrier policies and capacity constraints.
- Validate cargo details, DG documentation, reefer requirements, and special cargo instructions.
- Coordinate with network planning and operations to confirm space availability.
- Ensure accurate and timely issuance of booking confirmations.

Customer Communication & Support

- Serve as the main contact for customers regarding schedules, rates, documentation, and shipment status.
- Provide proactive updates on delays, vessel changes, port omissions, or operational disruptions.
- Handle inquiries professionally and resolve issues with speed and accuracy.
- Build strong relationships with key accounts and support customer retention.

Documentation & Compliance

- Prepare and validate shipping instructions, bills of lading (B/L), manifests, and VGM submissions.
- Ensure compliance with customs, IMDG, SOLAS, and carrier documentation standards.
- Coordinate with documentation teams to ensure timely B/L release and corrections.
- Support digital documentation workflows and EDI/API exchanges.

Operational Coordination

- Liaise with terminals, depots, trucking companies, and vessel operations to ensure smooth cargo flow.
- Monitor container availability, gate cut-offs, and cargo readiness.
- Support resolution of operational issues such as rollovers, mis-stows, DG rejections, or equipment shortages.
- Collaborate with stowage planners, equipment control, and network teams to align customer needs with operational realities.

Issue Resolution & Escalation

- Investigate and resolve shipment delays, documentation discrepancies, and customer complaints.
- Coordinate with claims teams for cargo damage or service failure cases.



- Escalate critical issues to supervisors or operational leadership when required.
- Maintain clear, professional communication throughout the resolution process.

Billing & Financial Support

- Validate freight charges, surcharges, and ancillary fees.
- Support invoicing accuracy and resolve billing disputes.
- Ensure compliance with credit terms and payment requirements.
- Coordinate with finance teams on outstanding balances or credit holds.

Digital Tools & Reporting

- Use carrier systems, TMS/TOS platforms, and customer portals to manage shipments.
- Maintain accurate customer records, shipment milestones, and communication logs.
- Support digital adoption initiatives such as e-booking, e-B/L, and online tracking.
- Prepare reports on service performance, customer feedback, and operational KPIs.

Required Skills & Competencies

Technical Skills

- Strong understanding of container shipping processes, documentation, and port operations.
- Familiarity with booking systems, TMS platforms, and EDI workflows.
- Knowledge of DG, reefer, OOG, and special cargo requirements.
- Ability to interpret schedules, B/Ls, manifests, and operational instructions.

Soft Skills

- Excellent communication and customer-handling abilities.
- High attention to detail and accuracy.
- Strong problem-solving and multitasking skills.
- Calm, professional, and proactive in fast-paced environments.
- Team-oriented with strong cross-functional coordination.

Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, or business administration.
- 1–3 years of experience in customer service within shipping, freight forwarding, or logistics.
- Experience with carrier systems and digital documentation tools is an advantage.
- Knowledge of maritime regulations and container logistics is highly valued.

Working Conditions

- Office-based with frequent coordination across global time zones.
- Fast-paced environment with high communication volume.
- Occasional visits to terminals or customer sites depending on company structure.
- Requires strong time-management and prioritization skills.

Key Performance Indicators (KPIs)

- Booking accuracy and documentation quality
- Customer satisfaction and response time
- On-time shipment execution and rollover reduction
- Billing accuracy and dispute resolution



- Digital adoption rates (e-booking, e-B/L, online tracking)
- Issue resolution speed and escalation quality
- Collaboration effectiveness with operations and commercial teams



2.27. Documentation Officer (B/L, Manifest) – Sea Freight

Position Overview

The Documentation Officer is responsible for preparing, validating, and issuing all shipping documents related to sea-freight operations, including Bills of Lading (B/L), manifests, cargo declarations, and regulatory filings. This role ensures that all documentation is accurate, compliant with international regulations, and delivered on time to support vessel operations, customs clearance, and customer requirements. The officer acts as a critical link between customer service, operations, carriers, customs authorities, and global documentation teams.

Key Responsibilities

Bill of Lading (B/L) Preparation & Control

- Prepare draft and final Bills of Lading based on booking details, shipping instructions, and carrier requirements.
- Validate cargo descriptions, HS codes, weights, VGM, DG declarations, and special cargo notes.
- Ensure accuracy of shipper/consignee details, freight terms, and contractual clauses.
- Issue Original B/Ls, Seaway Bills, or Express Releases in line with customer instructions.
- Manage B/L corrections, amendments, and reissues.

Manifesting & Regulatory Compliance

- Prepare and submit export and import manifests to carriers, customs, and port authorities.
- Ensure compliance with local and international regulations (SOLAS VGM, ISF/AMS, ENS, ACI, AFR).
- Validate DG documentation in accordance with IMDG Code requirements.
- Coordinate with customs brokers and authorities for timely manifest submissions.
- Maintain accurate records for audits and regulatory inspections.

Documentation Workflow Management

- Review shipping instructions and resolve discrepancies with customers or internal teams.
- Ensure timely documentation release to support vessel cut-offs and cargo loading.
- Coordinate with carriers for manifest acceptance, B/L issuance, and documentation approvals.
- Support digital documentation processes such as e-B/L, EDI, and online manifesting.

Customer & Stakeholder Communication

- Provide customers with draft B/Ls, corrections, and final documentation.
- Communicate proactively about missing information, compliance issues, or cut-off deadlines.
- Support customer service teams with documentation-related inquiries.
- Liaise with carriers, agents, and overseas offices to ensure documentation accuracy.



Data Accuracy & System Updates

- Maintain accurate shipment data in TMS, carrier portals, and documentation systems.
- Validate container numbers, seal numbers, vessel/voyage details, and routing information.
- Ensure alignment between operational data, booking details, and final documentation.
- Support EDI troubleshooting and data-quality improvements.

Quality Control & Risk Management

- Identify and correct documentation errors that could lead to customs delays, fines, or cargo holds.
- Ensure compliance with trade sanctions, embargoes, and restricted-party screening.
- Support claims teams with documentation evidence for disputes or cargo claims.
- Contribute to continuous improvement of documentation SOPs and workflows.

Required Skills & Competencies

Technical Skills

- Strong understanding of sea-freight documentation, B/L types, and manifesting rules.
- Familiarity with INCOTERMS, HS codes, DG regulations, and customs requirements.
- Experience with TMS platforms, carrier portals, and EDI workflows.
- Ability to interpret shipping instructions, commercial invoices, and packing lists.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and coordination abilities.
- Ability to work under pressure with strict cut-off deadlines.
- Structured, proactive, and customer-focused.
- Problem-solving mindset with strong analytical skills.

Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, or international trade.
- 1–3 years of experience in sea-freight documentation, customer service, or freight forwarding.
- Knowledge of carrier documentation standards and customs regulations is highly valued.
- Experience with DG, reefer, or special cargo documentation is an advantage.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict deadlines tied to vessel schedules.
- High volume of data entry and document verification.
- Occasional interaction with terminals, customs, and carriers.

Key Performance Indicators (KPIs)

- Documentation accuracy and error rate
- On-time B/L and manifest submission



- Compliance with customs and regulatory requirements
- Customer satisfaction and responsiveness
- Reduction of corrections, amendments, and penalties
- Data accuracy in TMS and carrier systems
- Support for digital documentation adoption (e-B/L, EDI)



2.28. Liner Trade Manager

Trade Strategy • Pricing Leadership • Network & Capacity Optimization

Position Overview

The Liner Trade Manager is responsible for developing and executing the commercial and operational strategy for a specific trade lane or regional cluster. This role ensures that pricing, capacity, service design, and customer mix align with market demand and profitability targets. Acting as the trade's "mini-CEO," the manager balances commercial growth with operational feasibility, working closely with sales, network planning, revenue management, equipment control, and vessel operations.

The position requires strong analytical skills, deep market knowledge, and the ability to make high-impact decisions that shape the carrier's competitive position.

Key Responsibilities

Trade Strategy & Market Development

- Develop and implement trade-lane strategies aligned with global commercial objectives.
- Analyze market trends, competitor behavior, and customer demand to identify opportunities.
- Define target customer segments, cargo mix, and strategic accounts.
- Support long-term trade development, including new services, port calls, and product enhancements.

Pricing & Revenue Management

- Set pricing strategies, rate levels, and surcharges for the trade.
- Approve quotations for key accounts and high-value opportunities.
- Monitor yield performance, contribution margins, and profitability KPIs.
- Collaborate with revenue management to optimize load factors and reduce empty slots.

Capacity & Network Coordination

- Align vessel capacity with demand forecasts and seasonal patterns.
- Coordinate with network planning on service design, vessel deployment, and schedule adjustments.
- Manage space allocation for key customers, alliances, and internal business units.
- Support contingency planning during disruptions, port omissions, or capacity shortages.

Sales Support & Customer Engagement

- Provide commercial guidance to regional and global sales teams.
- Participate in customer meetings, tenders, and strategic negotiations.
- Communicate trade-specific updates such as rate changes, service adjustments, and market conditions.
- Ensure customer commitments align with operational and financial targets.

Performance Monitoring & Reporting

- Track trade performance including volume, revenue, yield, and cost-to-serve.
- Analyze variances and implement corrective actions to improve profitability.
- Prepare trade reviews, forecasts, and executive reports.
- Monitor competitor capacity, pricing, and service reliability.

Operational Alignment



- Coordinate with vessel operations, stowage planners, and terminals to ensure service reliability.
- Support DG, reefer, and special cargo requirements within the trade.
- Ensure alignment between commercial commitments and operational constraints.
- Participate in post-call reviews and continuous improvement initiatives.

Risk Management & Compliance

- Ensure compliance with sanctions, trade regulations, and carrier policies.
- Assess risks related to overbooking, cargo mix, and operational bottlenecks.
- Support claims and legal teams with trade-related disputes or escalations.
- Maintain strong governance over pricing, allocations, and customer commitments.

Required Skills & Competencies

Technical Skills

- Strong understanding of liner shipping economics, trade flows, and global supply chains.
- Knowledge of pricing models, yield management, and cost structures.
- Familiarity with network planning, capacity management, and vessel operations.
- Proficiency with BI tools, forecasting models, and commercial analytics.

Soft Skills

- Strategic thinker with strong commercial acumen.
- Excellent communication and negotiation abilities.
- Analytical, structured, and comfortable with data-driven decisions.
- Ability to collaborate across functions and influence without authority.
- Calm, decisive, and proactive in fast-moving environments.

Qualifications & Experience

- Degree in maritime economics, logistics, business administration, or related field.
- 5–10 years of experience in liner shipping, trade management, pricing, or commercial operations.
- Experience managing a trade lane or regional cluster is highly valued.
- Strong understanding of global markets, customer segments, and competitive dynamics.

Working Conditions

- Office-based with coordination across global time zones.
- Occasional travel to regional offices, customer sites, and industry events.
- Fast-paced environment with high commercial and strategic responsibility.
- Frequent interaction with senior leadership and cross-functional teams.

Key Performance Indicators (KPIs)

- Trade profitability and contribution margin
- Load factor and slot utilization
- Yield performance and rate stability
- Market share growth and customer retention
- Forecast accuracy and capacity alignment
- Pricing governance and compliance
- Service reliability and operational alignment



2.29. Chartering Manager (Vessels)

Commercial Strategy • Voyage Optimization • Market Development

Position Overview

The Chartering Manager is responsible for securing employment for the company's vessels through spot, time-charter, or contract-of-affreightment (COA) agreements. This role analyzes market conditions, negotiates charter parties, manages relationships with brokers and cargo owners, and ensures optimal commercial performance of the fleet.

Acting as the commercial “captain” of the vessels, the Chartering Manager balances revenue maximization, operational feasibility, and risk management while aligning with the company's strategic goals.

Key Responsibilities

Market Analysis & Commercial Strategy

- Monitor global freight markets, supply-demand trends, and competitive dynamics.
- Analyze indices (e.g., BDI, BCTI, CCFI), bunker prices, and trade flows to identify opportunities.
- Develop short- and long-term chartering strategies for assigned vessels or trade segments.
- Provide market intelligence to senior management and support strategic decision-making.

Chartering & Negotiation

- Secure cargoes or vessel employment through spot fixtures, time charters, or COAs.
- Negotiate charter party terms (Gencon, NYPE, Shelltime, Asbatankvoy, etc.) with brokers, charterers, and owners.
- Evaluate voyage economics, TCE returns, and risk exposure before fixing.
- Ensure charter parties reflect operational realities, vessel capabilities, and risk mitigation clauses.

Voyage & Operational Coordination

- Work closely with operations teams to ensure smooth execution of fixtures.
- Provide clear voyage instructions, laycan details, and contractual obligations.
- Monitor vessel performance, port rotations, and operational constraints.
- Support resolution of issues such as delays, demurrage, cargo disputes, or weather impacts.

Relationship Management

- Maintain strong relationships with brokers, cargo owners, traders, and shipowners.
- Attend industry events, broker meetings, and market briefings to expand the commercial network.
- Act as the primary commercial contact for key accounts and strategic partners.
- Build trust through transparency, reliability, and consistent performance.

Risk Management & Compliance

- Assess counterparty risk, market volatility, and operational exposure.
- Ensure compliance with sanctions, trade regulations, and internal governance.



- Support claims teams with charter-party disputes, demurrage claims, or performance issues.
- Maintain accurate fixture records and ensure adherence to company policies.

Financial & Performance Reporting

- Prepare voyage estimates, profitability analyses, and post-fixture evaluations.
- Track vessel earnings, TCE performance, and budget adherence.
- Provide regular commercial reports to management.
- Support budgeting and forecasting for fleet commercial performance.

🔗 Required Skills & Competencies

Technical Skills

- Strong understanding of chartering markets (dry bulk, tanker, container, MPP, or Ro-Ro depending on fleet).
- Deep knowledge of charter party forms, clauses, and negotiation strategies.
- Proficiency with voyage estimation tools and freight analytics.
- Familiarity with vessel operations, port logistics, and bunker planning.
- Ability to interpret market indices, freight reports, and commercial data.

Soft Skills

- Excellent negotiation and communication abilities.
- Strong commercial acumen and analytical mindset.
- Ability to make fast, informed decisions under pressure.
- Relationship-driven, persuasive, and strategically minded.
- Proactive, resilient, and adaptable in volatile markets.

🏠 Qualifications & Experience

- Degree in maritime economics, logistics, business administration, or related field.
- 5–10 years of experience in chartering, shipbroking, commercial operations, or fleet management.
- Experience in the relevant vessel segment (bulk/tanker/container/MPP) is highly valued.
- Strong network within the global chartering and broking community.

⚓ Working Conditions

- Office-based with frequent interaction across global time zones.
- Occasional travel to customers, brokers, ports, and industry events.
- Fast-paced, high-stakes commercial environment.
- Requires rapid decision-making and constant market monitoring.

💡 Key Performance Indicators (KPIs)

- TCE earnings and voyage profitability
- Fleet utilization and employment rate
- Chartering success ratio (fixtures vs. opportunities)
- Market share and customer portfolio growth
- Accuracy of voyage estimates and post-fixture performance
- Relationship strength with brokers and charterers
- Compliance with charter-party terms and risk governance



2.30. Voyage Manager

Voyage Execution • Operational Control • Commercial Performance

Position Overview

The Voyage Manager is responsible for overseeing the end-to-end execution of voyages, ensuring that vessels operate safely, efficiently, and in line with commercial expectations. This role monitors voyage progress, optimizes operational decisions, manages bunker consumption, and coordinates with chartering, technical, and port operations teams.

Acting as the “mission controller” for each voyage, the Voyage Manager balances cost, schedule, safety, and customer commitments while responding quickly to disruptions such as weather, congestion, or mechanical issues.

Key Responsibilities

Voyage Execution & Monitoring

- Track vessel progress, speed, weather conditions, and ETA accuracy throughout the voyage.
- Monitor bunker consumption, fuel efficiency, and compliance with emissions regulations.
- Adjust voyage parameters (speed, routing, port sequence) to optimize performance.
- Ensure adherence to charter-party terms, laycan windows, and contractual obligations.

Operational Coordination

- Liaise with port agents, terminals, pilots, and authorities to ensure smooth port calls.
- Coordinate with technical teams on vessel readiness, maintenance issues, or performance deviations.
- Work closely with chartering teams to align voyage execution with commercial expectations.
- Provide clear voyage instructions to master’s and ensure operational clarity.

Commercial Performance & Cost Control

- Monitor voyage costs including bunkers, port charges, canal fees, and weather-related deviations.
- Conduct voyage estimates and compare actual vs. planned performance.
- Identify cost-saving opportunities through speed optimization, routing, or port selection.
- Support post-fixture analysis and contribute to continuous improvement.

Documentation & Compliance

- Ensure compliance with MARPOL, SOLAS, ISPS, and emissions-control regulations.
- Validate voyage-related documentation such as NOR, SOF, cargo documents, and bunker reports.
- Support reporting obligations for CII, EU ETS, ECA zones, and other environmental frameworks.
- Maintain accurate voyage records for audits, claims, and performance reviews.

Stakeholder Communication



- Provide real-time updates to charterers, brokers, and internal teams on voyage status.
- Communicate proactively about delays, weather impacts, or operational risks.
- Support claims teams with documentation for demurrage, dispatch, or performance disputes.
- Build strong relationships with Masters, port agents, and commercial partners.

Risk Management & Issue Resolution

- Identify and mitigate risks related to weather, congestion, technical failures, or cargo issues.
- Support emergency response procedures when required.
- Coordinate contingency plans such as port changes, speed adjustments, or bunkering alternatives.
- Ensure safe and compliant decision-making under time pressure.

🔧 Required Skills & Competencies

Technical Skills

- Strong understanding of voyage planning, marine operations, and charter-party terms.
- Knowledge of bunker management, weather routing, and vessel performance monitoring.
- Familiarity with port operations, canal transits, and global shipping routes.
- Ability to interpret SOF, NOR, bunker reports, and operational logs.
- Experience with voyage management systems and performance analytics tools.

Soft Skills

- Excellent communication and coordination abilities.
- Strong analytical and problem-solving mindset.
- Ability to make fast, informed decisions under pressure.
- Commercial awareness and cost-optimization mindset.
- Proactive, structured, and adaptable.

🏠 Qualifications & Experience

- Degree in maritime operations, logistics, marine engineering, or related field.
- 3–7 years of experience in voyage operations, fleet operations, chartering support, or marine coordination.
- Seagoing experience (Deck Officer or Engineer) is a strong advantage.
- Knowledge of emissions regulations and fuel-efficiency strategies is highly valued.

⚓ Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with 24/7 operational responsibilities.
- Occasional travel to vessels, ports, or customer meetings.
- High-pressure decision-making environment requiring constant situational awareness.

💡 Key Performance Indicators (KPIs)

- Voyage profitability and cost control
- Bunker consumption and fuel-efficiency performance
- Schedule reliability and ETA accuracy
- Compliance with charter-party terms



- Environmental compliance (CII, ECA, emissions reporting)
- Quality of communication with stakeholders
- Accuracy of voyage reporting and post-fixture analysis



2.31. Ocean Freight Forwarder

Sea Freight Operations • Customer Coordination • Global Logistics Execution

Position Overview

The Ocean Freight Forwarder is responsible for coordinating and executing international sea-freight shipments from booking to final delivery. This role manages carrier bookings, documentation, customs requirements, and end-to-end shipment visibility while ensuring service quality, cost efficiency, and regulatory compliance. Acting as the operational link between customers, carriers, customs brokers, warehouses, and internal teams, the forwarder ensures smooth cargo flow across global supply chains. This position requires strong organizational skills, attention to detail, and the ability to manage multiple shipments in a fast-paced logistics environment.

Key Responsibilities

Shipment Coordination & Execution

- Arrange and manage FCL and LCL shipments from origin to destination.
- Book cargo with carriers, NVOCCs, consolidators, and co-loaders.
- Coordinate pick-ups, drayage, container loading, and warehouse operations.
- Monitor shipment milestones and proactively communicate updates to customers.

Documentation & Compliance

- Prepare and validate shipping instructions, HBL/MBL, manifests, and export declarations.
- Ensure compliance with INCOTERMS, SOLAS VGM, IMDG, and customs regulations.
- Coordinate with customs brokers for export and import clearance.
- Maintain accurate documentation for audits, regulatory checks, and customer requirements.

Carrier & Vendor Coordination

- Liaise with ocean carriers, NVOCCs, terminals, depots, and trucking companies.
- Confirm vessel schedules, cut-off times, and space availability.
- Resolve operational issues such as rollovers, equipment shortages, or port delays.
- Negotiate spot rates or support procurement teams with rate requests.

Customer Service & Communication

- Serve as the primary operational contact for customers regarding shipment status, documentation, and exceptions.
- Provide proactive updates on delays, schedule changes, or customs issues.
- Support customers with special cargo requirements (DG, reefer, OOG).
- Build strong relationships through reliable, solution-oriented service.

Cost Control & Billing

- Validate vendor invoices (carriers, truckers, warehouses) and ensure cost accuracy.
- Prepare customer billing, including freight charges, surcharges, and ancillary fees.
- Resolve billing discrepancies and support finance teams with collections.



- Ensure profitability of each shipment through accurate cost management.

Issue Resolution & Problem-Solving

- Investigate and resolve shipment delays, cargo discrepancies, or documentation errors.
- Coordinate with claims teams for cargo damage, loss, or service failures.
- Implement corrective actions to prevent recurring issues.
- Escalate critical operational risks to supervisors or management.

Digital Tools & Reporting

- Use TMS platforms, carrier portals, and tracking systems to manage shipments.
- Maintain accurate data entry and shipment milestones.
- Support digital adoption initiatives such as e-B/L, online booking, and automated tracking.
- Prepare operational reports for customers or internal stakeholders.

Required Skills & Competencies

Technical Skills

- Strong understanding of ocean freight processes, carrier operations, and global trade flows.
- Knowledge of FCL/LCL, DG, reefer, OOG, and consolidation procedures.
- Familiarity with customs documentation, export controls, and trade compliance.
- Experience with TMS systems, carrier portals, and digital documentation tools.
- Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.

Soft Skills

- Excellent communication and customer-handling abilities.
- High attention to detail and accuracy.
- Strong organizational and multitasking skills.
- Problem-solving mindset with proactive decision-making.
- Team-oriented, adaptable, and calm under pressure.

Qualifications & Experience

- Degree or vocational training in logistics, international trade, or supply chain.
- 2–5 years of experience in ocean freight forwarding or sea-freight operations.
- Experience with NVOCC operations, consolidations, or customs brokerage is an advantage.
- Knowledge of global shipping lines, port operations, and trade regulations is highly valued.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict cut-off deadlines tied to vessel schedules.
- Frequent communication with carriers, customers, and overseas offices.
- Occasional visits to warehouses, depots, or terminals depending on company structure.

Key Performance Indicators (KPIs)

- On-time shipment execution and milestone accuracy
- Documentation quality and compliance
- Customer satisfaction and response time
- Cost accuracy and shipment profitability
- Reduction of operational errors and exceptions



- Carrier performance and vendor reliability
- Data accuracy in TMS and digital platforms



2.32. Ocean Export Specialist

Export Operations • Documentation • Customer Coordination • Carrier Management

Position Overview

The Ocean Export Specialist manages the end-to-end execution of international ocean export shipments, ensuring that cargo moves efficiently, compliantly, and according to customer requirements. This role handles booking, documentation, customs coordination, carrier interaction, and milestone visibility. Acting as the operational backbone of export logistics, the specialist ensures accuracy, timeliness, and service reliability across global supply chains.

This position requires strong organizational skills, attention to detail, and the ability to manage multiple shipments simultaneously in a fast-paced environment.

Key Responsibilities

Export Shipment Coordination

- Arrange and manage FCL and LCL export shipments from origin to port of loading.
- Coordinate container pick-ups, drayage, warehouse loading, and export packing.
- Confirm vessel schedules, cut-off times, and carrier booking requirements.
- Monitor shipment milestones and proactively communicate updates to customers.

Carrier Booking & Vendor Management

- Book cargo with ocean carriers, NVOCCs, co-loaders, and consolidators.
- Secure equipment availability (empty containers) and confirm booking details.
- Liaise with trucking companies, warehouses, and terminals to ensure smooth cargo flow.
- Resolve operational issues such as rollovers, equipment shortages, or port congestion.

Documentation & Compliance

- Prepare and validate export documentation including HBL/MBL, shipping instructions, and commercial documents.
- Ensure compliance with INCOTERMS, SOLAS VGM, IMDG, and export control regulations.
- Submit export declarations (AES or local equivalents) and coordinate with customs brokers.
- Maintain accurate documentation for audits, regulatory checks, and customer requirements.

Customer Service & Communication

- Serve as the primary operational contact for customers regarding export shipments.
- Provide proactive updates on delays, schedule changes, or documentation issues.
- Support customers with DG, reefer, OOG, and special cargo requirements.
- Build strong relationships through reliable, solution-oriented service.

Billing & Cost Control

- Validate vendor invoices (carriers, truckers, warehouses) and ensure cost accuracy.



- Prepare customer billing including freight charges, surcharges, and ancillary fees.
- Resolve billing discrepancies and support finance teams with collections.
- Ensure profitability of each shipment through accurate cost management.

Issue Resolution & Problem-Solving

- Investigate and resolve shipment delays, cargo discrepancies, or documentation errors.
- Coordinate with claims teams for cargo damage, loss, or service failures.
- Implement corrective actions to prevent recurring issues.
- Escalate critical operational risks to supervisors or management.

Digital Tools & Reporting

- Use TMS platforms, carrier portals, and tracking systems to manage shipments.
- Maintain accurate data entry and shipment milestones.
- Support digital adoption initiatives such as e-B/L, online booking, and automated tracking.
- Prepare operational reports for customers or internal stakeholders.

Required Skills & Competencies

Technical Skills

- Strong understanding of ocean export processes, carrier operations, and global trade flows.
- Knowledge of FCL/LCL, DG, reefer, OOG, and consolidation procedures.
- Familiarity with customs documentation, export controls, and trade compliance.
- Experience with TMS systems, carrier portals, and digital documentation tools.
- Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.

Soft Skills

- Excellent communication and customer-handling abilities.
- High attention to detail and accuracy.
- Strong organizational and multitasking skills.
- Problem-solving mindset with proactive decision-making.
- Team-oriented, adaptable, and calm under pressure.

Qualifications & Experience

- Degree or vocational training in logistics, international trade, or supply chain.
- 2–5 years of experience in ocean export operations or freight forwarding.
- Experience with NVOCC operations, consolidations, or customs brokerage is an advantage.
- Knowledge of global shipping lines, port operations, and export regulations is highly valued.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict cut-off deadlines tied to vessel schedules.
- Frequent communication with carriers, customers, and overseas offices.
- Occasional visits to warehouses, depots, or terminals depending on company structure.

Key Performance Indicators (KPIs)

- On-time export execution and milestone accuracy
- Documentation quality and regulatory compliance



- Customer satisfaction and response time
- Cost accuracy and shipment profitability
- Reduction of operational errors and exceptions
- Carrier performance and vendor reliability
- Data accuracy in TMS and digital platforms



2.33. Ocean Import Specialist

Import Operations • Customs Coordination • Customer Service • Global Logistics Execution

Position Overview

The Ocean Import Specialist manages the full operational cycle of inbound ocean freight shipments, ensuring timely clearance, accurate documentation, and smooth cargo delivery to destination. This role coordinates with carriers, customs brokers, warehouses, truckers, and customers to maintain visibility, resolve exceptions, and uphold service quality.

The position requires strong attention to detail, regulatory awareness, and the ability to manage multiple shipments in a fast-paced environment.

Key Responsibilities

Import Shipment Coordination

- Manage FCL and LCL import shipments from vessel arrival to final delivery.
- Track vessel schedules, arrival notices, and container availability at terminals.
- Coordinate drayage, de-vanning, warehousing, and last-mile delivery.
- Monitor shipment milestones and proactively communicate updates to customers.

Documentation & Compliance

- Review and validate import documentation including MBL/HBL, commercial invoices, packing lists, and arrival notices.
- Ensure compliance with customs regulations, import controls, and trade compliance requirements.
- Coordinate with customs brokers for timely clearance and document submission.
- Verify HS codes, duties, taxes, and regulatory requirements (FDA, USDA, CE, etc. depending on region).

Carrier & Vendor Coordination

- Liaise with ocean carriers, NVOCCs, terminals, depots, and trucking companies.
- Confirm demurrage, detention, and free-time windows; take proactive action to avoid penalties.
- Resolve operational issues such as holds, customs exams, port congestion, or equipment delays.
- Support procurement teams with rate requests and vendor performance feedback.

Customer Service & Communication

- Serve as the primary operational contact for customers regarding import shipments.
- Provide timely updates on customs status, cargo availability, and delivery schedules.
- Support customers with special cargo requirements (DG, reefer, OOG).
- Build strong relationships through reliable, solution-oriented service.

Billing & Cost Control

- Validate vendor invoices (carriers, truckers, warehouses) and ensure cost accuracy.



- Prepare customer billing including freight charges, duties/taxes (if applicable), and ancillary fees.
- Resolve billing discrepancies and support finance teams with collections.
- Ensure profitability of each shipment through accurate cost management.

Issue Resolution & Problem-Solving

- Investigate and resolve shipment delays, cargo discrepancies, or documentation errors.
- Coordinate with claims teams for cargo damage, loss, or service failures.
- Implement corrective actions to prevent recurring issues.
- Escalate critical operational risks to supervisors or management.

Digital Tools & Reporting

- Use TMS platforms, carrier portals, and tracking systems to manage shipments.
- Maintain accurate data entry and shipment milestones.
- Support digital adoption initiatives such as e-delivery orders, online tracking, and automated workflows.
- Prepare operational reports for customers or internal stakeholders.

Required Skills & Competencies

Technical Skills

- Strong understanding of ocean import processes, customs procedures, and global trade flows.
- Knowledge of FCL/LCL, DG, reefer, OOG, and de-consolidation operations.
- Familiarity with customs documentation, import controls, and regulatory compliance.
- Experience with TMS systems, carrier portals, and digital documentation tools.
- Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.

Soft Skills

- Excellent communication and customer-handling abilities.
- High attention to detail and accuracy.
- Strong organizational and multitasking skills.
- Problem-solving mindset with proactive decision-making.
- Team-oriented, adaptable, and calm under pressure.

Qualifications & Experience

- Degree or vocational training in logistics, international trade, or supply chain.
- 2–5 years of experience in ocean import operations or freight forwarding.
- Experience with customs brokerage or bonded warehouse operations is an advantage.
- Knowledge of global shipping lines, port operations, and import regulations is highly valued.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict deadlines tied to vessel arrivals and free-time limits.
- Frequent communication with carriers, customers, and customs brokers.
- Occasional visits to warehouses, depots, or terminals depending on company structure.

Key Performance Indicators (KPIs)



- On-time clearance and delivery performance
- Documentation accuracy and regulatory compliance
- Customer satisfaction and responsiveness
- Cost accuracy and shipment profitability
- Reduction of demurrage/detention and operational exceptions
- Vendor performance and reliability
- Data accuracy in TMS and digital platforms



2.34. Ocean Freight Operations Manager

Operational Leadership • Process Excellence • Customer Delivery • Carrier & Vendor Management

Position Overview

The Ocean Freight Operations Manager oversees the full operational performance of the company's sea-freight activities, including export, import, FCL, LCL, and consolidation services. This role leads operational teams, ensures regulatory compliance, manages carrier relationships, and drives continuous improvement across processes, systems, and service delivery.

Acting as the operational backbone of the ocean freight product, the manager ensures that shipments are executed efficiently, profitably, and in line with customer expectations and company standards.

Key Responsibilities

Operational Leadership & Team Management

- Lead, mentor, and develop ocean freight operations teams (export, import, documentation, customer service).
- Allocate workload, monitor performance, and ensure adherence to SOPs and KPIs.
- Conduct regular training on systems, compliance, customer handling, and best operational practices.
- Foster a culture of accountability, collaboration, and continuous improvement.

End-to-End Ocean Freight Execution

- Oversee the full operational cycle for FCL, LCL, consolidation, and special cargo shipments.
- Ensure timely booking, documentation, customs coordination, and cargo movement.
- Monitor shipment milestones and proactively address exceptions or delays.
- Ensure operational alignment with customer requirements and service commitments.

Carrier, Vendor & Partner Management

- Manage relationships with ocean carriers, NVOCCs, co-loaders, terminals, depots, and trucking partners.
- Negotiate operational terms, free-time, and service commitments in coordination with procurement.
- Monitor carrier performance, space availability, and schedule reliability.
- Resolve escalated issues such as rollovers, equipment shortages, or port disruptions.

Process Optimization & Quality Control

- Develop, implement, and refine SOPs for ocean freight operations.
- Drive process improvements to reduce errors, increase efficiency, and enhance customer experience.
- Ensure data accuracy in TMS, carrier portals, and internal systems.
- Lead root-cause analysis for recurring operational issues and implement corrective actions.

Compliance & Risk Management



- Ensure compliance with global trade regulations, including SOLAS VGM, IMDG, customs, and export controls.
- Oversee documentation accuracy (B/L, manifests, declarations).
- Ensure adherence to sanctions, restricted-party screening, and trade compliance policies.
- Support audits, regulatory inspections, and internal compliance reviews.

Customer & Stakeholder Engagement

- Act as an escalation point for key customers and complex operational issues.
- Support sales and account management teams with operational insights and solution design.
- Participate in customer reviews, QBRs, and service-improvement initiatives.
- Ensure consistent, proactive communication across all stakeholders.

Financial & Performance Management

- Monitor operational costs, vendor invoices, and shipment profitability.
- Reduce demurrage, detention, and avoidable penalties through proactive management.
- Support budgeting, forecasting, and financial reporting for ocean freight product.
- Track KPIs and prepare performance dashboards for leadership.

Required Skills & Competencies

Technical Skills

- Deep understanding of ocean freight operations (FCL, LCL, DG, reefer, OOG, consolidation).
- Strong knowledge of customs procedures, export controls, and global trade regulations.
- Proficiency with TMS platforms, carrier portals, and digital documentation tools.
- Ability to interpret B/Ls, manifests, commercial documents, and operational data.
- Experience with process mapping, SOP development, and operational audits.

Leadership & Soft Skills

- Strong leadership presence with the ability to motivate and develop teams.
- Excellent communication and stakeholder-management abilities.
- Analytical, structured, and solution-oriented mindset.
- Ability to make decisions under pressure in a fast-paced environment.
- Customer-centric approach with strong problem-solving skills.

Qualifications & Experience

- Degree in logistics, supply chain, maritime operations, or business administration.
- 5–10 years of experience in ocean freight operations, including team leadership.
- Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
- Strong knowledge of global shipping lines, port operations, and trade regulations.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with high operational responsibility.
- Occasional travel to carriers, terminals, warehouses, or customer sites.
- Requires strong time-management and prioritization skills.



💡 **Key Performance Indicators (KPIs)**

- On-time shipment execution and milestone accuracy
- Documentation quality and regulatory compliance
- Customer satisfaction and escalation resolution
- Operational cost control and shipment profitability
- Reduction of demurrage/detention and operational exceptions
- Team performance, productivity, and training effectiveness
- Data accuracy in TMS and digital platforms
- Carrier and vendor performance



2.35. NVOCC Coordinator

Carrier Management • Documentation • Customer Coordination • Global Ocean Freight Execution

Position Overview

The NVOCC Coordinator manages the end-to-end operational process for shipments handled under the company's House Bill of Lading (HBL). This role ensures accurate documentation, timely carrier bookings, compliance with regulatory requirements, and smooth coordination with customers, overseas agents, and service providers. Acting as the operational backbone of the NVOCC product, the coordinator safeguards service quality, data accuracy, and customer satisfaction.

This position requires strong attention to detail, deep understanding of ocean freight processes, and the ability to manage multiple shipments in a fast-paced environment.

Key Responsibilities

Shipment Coordination & Execution

- Manage FCL and LCL shipments under NVOCC operations from booking to final delivery.
- Coordinate with carriers, co-loaders, consolidators, and overseas agents.
- Monitor vessel schedules, cut-offs, and cargo readiness.
- Ensure timely release of HBLs, arrival notices, and delivery orders.

Carrier Booking & Space Management

- Book space with ocean carriers and co-loaders based on customer requirements.
- Confirm equipment availability and coordinate container pick-ups.
- Monitor carrier performance, rollovers, and schedule changes.
- Maintain strong relationships with carrier representatives and service providers.

Documentation & Compliance

- Prepare and validate HBLs, MBL instructions, manifests, and export/import documentation.
- Ensure compliance with SOLAS VGM, IMDG, customs regulations, and trade compliance rules.
- Submit AMS/ISF, ENS, ACI, AFR, or other advance manifest filings as required.
- Maintain accurate documentation for audits and regulatory inspections.

Customer Service & Communication

- Serve as the primary operational contact for customers regarding NVOCC shipments.
- Provide proactive updates on shipment status, delays, or documentation issues.
- Support customers with DG, reefer, OOG, and special cargo requirements.
- Build strong relationships through reliable, solution-oriented service.

Coordination with Overseas Agents

- Communicate with global partners regarding routing, documentation, and cargo status.
- Ensure alignment between origin and destination offices on HBL/MBL details.
- Resolve discrepancies in documentation, routing, or billing.
- Support global network development through consistent communication and service quality.

Billing & Cost Control



- Validate vendor invoices (carriers, truckers, warehouses) and ensure cost accuracy.
- Prepare customer billing including freight charges, surcharges, and ancillary fees.
- Resolve billing discrepancies and support finance teams with collections.
- Ensure profitability of each shipment through accurate cost management.

Issue Resolution & Problem-Solving

- Investigate and resolve shipment delays, cargo discrepancies, or documentation errors.
- Coordinate with claims teams for cargo damage, loss, or service failures.
- Implement corrective actions to prevent recurring issues.
- Escalate critical operational risks to supervisors or management.

Digital Tools & Reporting

- Use TMS platforms, carrier portals, and NVOCC systems to manage shipments.
- Maintain accurate data entry and milestone updates.
- Support digital initiatives such as e-B/L, automated tracking, and EDI workflows.
- Prepare operational reports for internal teams or customers.

Required Skills & Competencies

Technical Skills

- Strong understanding of NVOCC operations, ocean freight processes, and global trade flows.
- Knowledge of FCL/LCL, DG, reefer, OOG, and consolidation procedures.
- Familiarity with customs documentation, export/import controls, and regulatory compliance.
- Experience with TMS systems, carrier portals, and digital documentation tools.
- Ability to interpret HBLs, MBLs, manifests, commercial invoices, and packing lists.

Soft Skills

- Excellent communication and customer-handling abilities.
- High attention to detail and accuracy.
- Strong organizational and multitasking skills.
- Problem-solving mindset with proactive decision-making.
- Team-oriented, adaptable, and calm under pressure.

Qualifications & Experience

- Degree or vocational training in logistics, international trade, or supply chain.
- 2–5 years of experience in NVOCC operations or ocean freight forwarding.
- Experience with consolidations, co-loading, or global agent networks is an advantage.
- Knowledge of global shipping lines, port operations, and trade regulations is highly valued.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict cut-off deadlines tied to vessel schedules.
- Frequent communication with carriers, customers, and overseas agents.
- Occasional visits to warehouses, depots, or terminals depending on company structure.



💡 **Key Performance Indicators (KPIs)**

- On-time shipment execution and milestone accuracy
- Documentation quality and regulatory compliance
- Customer satisfaction and responsiveness
- Cost accuracy and shipment profitability
- Reduction of operational errors and exceptions
- Carrier and vendor performance
- Data accuracy in TMS and digital platforms
- Quality of coordination with overseas agents



2.36. Key Account Manager (Sea Freight)

Strategic Customer Management • Commercial Growth • Operational Excellence

Position Overview

The Key Account Manager (Sea Freight) is responsible for managing and developing strategic customer relationships within the ocean freight segment. This role ensures that key clients receive consistent, high-quality service while driving revenue growth, retention, and profitability. Acting as the primary commercial interface, the KAM aligns customer needs with internal operations, product teams, and global partners to deliver tailored logistics solutions.

This position requires strong commercial acumen, deep sea-freight knowledge, and the ability to build long-term, trust-based partnerships.

Key Responsibilities

Strategic Account Management

- Serve as the main point of contact for key customers across all sea-freight services (FCL, LCL, consolidation, special cargo).
- Develop and execute account plans aligned with customer goals and company strategy.
- Conduct regular business reviews (QBRs) to assess performance, opportunities, and improvement areas.
- Strengthen customer loyalty through proactive engagement and solution-oriented support.

Commercial Development & Revenue Growth

- Identify upsell and cross-sell opportunities across sea freight, air freight, warehousing, customs, and value-added services.
- Prepare and negotiate commercial proposals, tenders, and long-term agreements.
- Monitor account profitability, contribution margins, and cost-to-serve metrics.
- Collaborate with pricing and procurement teams to secure competitive rates and capacity.

Operational Coordination & Service Delivery

- Work closely with ocean freight operations teams to ensure flawless execution of customer shipments.
- Monitor service performance, milestone accuracy, and exception handling.
- Escalate and resolve operational issues such as delays, documentation discrepancies, or carrier disruptions.
- Ensure alignment between customer expectations and operational capabilities.

Customer Insights & Market Intelligence

- Understand customer supply chains, industry trends, and competitive dynamics.
- Provide market intelligence to customers regarding capacity, rates, and regulatory changes.
- Share customer insights with internal teams to support product development and service enhancements.
- Track competitor activities and identify differentiation opportunities.

Cross-Functional Collaboration

- Coordinate with global offices, overseas agents, and product teams to support end-to-end solutions.



- Partner with finance teams on credit management, billing accuracy, and dispute resolution.
- Support implementation of new lanes, routings, or digital tools for key customers.
- Participate in internal strategy meetings and contribute to commercial planning.

Performance Reporting & Governance

- Prepare account performance reports including volume, revenue, profitability, and service KPIs.
- Maintain accurate CRM records and customer data.
- Ensure compliance with internal policies, trade regulations, and contractual commitments.
- Support continuous improvement initiatives to enhance customer experience.

Required Skills & Competencies

Technical Skills

- Strong understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).
- Knowledge of global trade flows, carrier networks, and port operations.
- Familiarity with pricing structures, procurement processes, and tender management.
- Ability to interpret operational data, KPIs, and commercial analytics.
- Experience with CRM systems, TMS platforms, and digital logistics tools.

Soft Skills

- Excellent communication and relationship-building abilities.
- Strong negotiation and commercial acumen.
- Customer-centric mindset with a proactive, solution-driven approach.
- Analytical, structured, and comfortable with data-based decision-making.
- Ability to manage multiple priorities in a fast-paced environment.

Qualifications & Experience

- Degree in logistics, supply chain, business administration, or international trade.
- 3–7 years of experience in sea-freight sales, key account management, or commercial operations.
- Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
- Strong network within the shipping and logistics industry is an advantage.

Working Conditions

- Office-based with regular interaction across global time zones.
- Occasional travel to customer sites, industry events, and overseas offices.
- Fast-paced commercial environment requiring strong responsiveness and adaptability.
- Close collaboration with operations, pricing, procurement, and finance teams.

Key Performance Indicators (KPIs)

- Revenue growth and account profitability
- Customer retention and satisfaction
- Tender success rate and contract renewal performance
- Volume growth (FCL/LCL) and share of wallet
- Service performance and exception reduction
- Accuracy of forecasts and account planning



- Cross-functional collaboration effectiveness



2.37. Ocean Freight Pricing Analyst

Rate Management • Market Intelligence • Profitability Analysis • Tender Support

Position Overview

The Ocean Freight Pricing Analyst is responsible for developing, maintaining, and optimizing ocean freight pricing strategies across FCL, LCL, and special cargo segments. This role analyzes carrier rates, market trends, cost structures, and customer requirements to provide competitive and profitable pricing solutions. Acting as a key link between sales, procurement, operations, and global partners, the analyst ensures pricing accuracy, speed, and strategic alignment.

This position requires strong analytical skills, commercial awareness, and deep knowledge of ocean freight dynamics.

Key Responsibilities

Rate Management & Pricing Execution

- Prepare and issue competitive FCL and LCL quotations for customers and internal sales teams.
- Analyze carrier tariffs, surcharges, and free-time structures to build accurate pricing models.
- Maintain rate sheets, tariffs, and pricing databases for assigned trade lanes.
- Ensure pricing reflects current market conditions, cost structures, and procurement agreements.

Market Intelligence & Competitive Analysis

- Monitor global freight market trends, carrier GRIs, capacity changes, and rate fluctuations.
- Analyze competitor pricing and identify opportunities for differentiation.
- Provide regular market updates to sales, management, and product teams.
- Support strategic decisions on trade-lane development and pricing positioning.

Tender & RFQ Management

- Lead pricing input for customer tenders, RFQs, and long-term contracts.
- Coordinate with global offices, procurement teams, and carriers to gather accurate cost data.
- Build tender pricing models that balance competitiveness and profitability.
- Track tender outcomes and analyze win/loss performance.

Profitability & Cost Analysis

- Evaluate shipment profitability and contribution margins.
- Identify cost-saving opportunities through carrier selection, routing, or consolidation.
- Support finance and product teams with margin analysis and forecasting.
- Recommend pricing adjustments based on performance and market shifts.

Carrier & Vendor Coordination

- Collaborate with procurement teams to secure competitive carrier rates and allocations.
- Maintain strong relationships with ocean carriers, NVOCCs, and co-loaders.
- Provide feedback on carrier performance, rate competitiveness, and service reliability.
- Support negotiations by providing data-driven insights.

Data Management & Reporting



- Maintain accurate pricing data in TMS, CRM, and rate management systems.
- Prepare pricing dashboards, KPIs, and performance reports for leadership.
- Support digitalization initiatives such as automated pricing tools and online quoting.
- Ensure data accuracy and consistency across systems and teams.

Sales Support & Collaboration

- Provide fast, accurate pricing support to sales teams and key account managers.
- Participate in customer meetings to explain pricing logic or market conditions.
- Support solution design for complex or special cargo opportunities.
- Ensure alignment between pricing strategy and customer expectations.

Required Skills & Competencies

Technical Skills

- Strong understanding of ocean freight pricing structures (FCL, LCL, DG, reefer, OOG).
- Knowledge of carrier tariffs, surcharges, and global trade lane dynamics.
- Proficiency with Excel, BI tools, and pricing software.
- Ability to interpret cost models, rate sheets, and operational data.
- Familiarity with TMS, CRM, and digital quoting platforms.

Soft Skills

- Analytical, detail-oriented, and highly organized.
- Strong communication and stakeholder-management abilities.
- Commercial mindset with the ability to balance competitiveness and profitability.
- Fast learner with the ability to work under pressure and tight deadlines.
- Proactive, solution-oriented, and collaborative.

Qualifications & Experience

- Degree in logistics, supply chain, business administration, economics, or related field.
- 2–5 years of experience in ocean freight pricing, procurement, or trade management.
- Experience in freight forwarding, NVOCC operations, or carrier pricing is highly valued.
- Strong analytical and financial modeling skills.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with high volume of pricing requests.
- Frequent interaction with sales, procurement, carriers, and overseas offices.
- Occasional travel for carrier meetings or internal workshops.

Key Performance Indicators (KPIs)

- Quote turnaround time and accuracy
- Tender win rate and profitability
- Margin performance and cost-to-serve optimization
- Pricing data accuracy and system integrity
- Carrier rate competitiveness and allocation utilization
- Collaboration effectiveness with sales and procurement
- Market intelligence quality and strategic insights



2.38. Procurement Manager (Sea Freight)

Carrier Negotiation • Rate Strategy • Capacity Management • Vendor Performance

Position Overview

The Procurement Manager (Sea Freight) is responsible for developing and executing the company's ocean freight procurement strategy across FCL, LCL, and special cargo segments. This role manages relationships with ocean carriers, NVOCCs, co-loaders, and global partners to secure competitive rates, reliable capacity, and high-quality service. Acting as the commercial architect of the sea-freight product, the manager ensures alignment between procurement, pricing, sales, and operations to support profitable growth.

This position requires strong negotiation skills, deep market knowledge, and the ability to balance cost, service, and strategic partnerships.

Key Responsibilities

Carrier & Vendor Management

- Build and maintain strong relationships with ocean carriers, NVOCCs, co-loaders, and consolidators.
- Negotiate FCL and LCL rates, free-time agreements, service commitments, and allocation levels.
- Evaluate carrier performance based on reliability, schedule integrity, equipment availability, and service quality.
- Conduct regular business reviews with carriers and strategic partners.

Rate Strategy & Procurement Planning

- Develop procurement strategies aligned with trade-lane priorities, market conditions, and customer demand.
- Monitor global freight market trends, GRIs, capacity changes, and rate fluctuations.
- Ensure competitive and profitable rate structures for spot, contract, and tender business.
- Support long-term procurement planning, including annual carrier contracts and strategic partnerships.

Tender & Contract Management

- Lead procurement input for customer tenders, RFQs, and long-term agreements.
- Coordinate with pricing, sales, and global offices to gather accurate cost data.
- Negotiate contract terms, surcharges, and service levels with carriers.
- Track contract performance and ensure compliance with agreed terms.

Cost Optimization & Profitability

- Analyze cost structures and identify opportunities to improve margins.
- Optimize routing, carrier selection, and consolidation strategies.
- Support pricing teams with cost-based guidance for quotes and tenders.
- Monitor profitability by trade lane, carrier, and customer segment.

Market Intelligence & Reporting

- Provide regular market updates to sales, pricing, and management teams.
- Track competitor activities, rate movements, and capacity developments.
- Prepare procurement dashboards, KPIs, and performance reports.
- Support strategic decision-making with data-driven insights.

Cross-Functional Collaboration



- Work closely with operations to ensure alignment between procurement commitments and execution capabilities.
- Partner with pricing teams to ensure rate accuracy and competitiveness.
- Support sales teams with procurement insights during customer meetings and solution design.
- Coordinate with global offices to ensure consistent procurement strategy across regions.

Compliance & Governance

- Ensure adherence to internal procurement policies, approval workflows, and audit requirements.
- Maintain accurate rate records, contracts, and carrier agreements.
- Ensure compliance with trade regulations, sanctions, and ethical sourcing standards.
- Support risk assessments related to carrier reliability, geopolitical factors, and market volatility.

Required Skills & Competencies

Technical Skills

- Strong understanding of ocean freight procurement, carrier networks, and global trade lanes.
- Knowledge of FCL/LCL pricing structures, surcharges, and free-time models.
- Proficiency with rate management tools, TMS platforms, and BI dashboards.
- Ability to interpret cost models, carrier contracts, and market analytics.
- Familiarity with DG, reefer, OOG, and consolidation requirements.

Soft Skills

- Excellent negotiation and relationship-management abilities.
- Strong analytical and strategic thinking.
- Commercial mindset with a focus on profitability and competitiveness.
- Clear communication and cross-functional collaboration skills.
- Ability to work under pressure in a fast-moving market environment.

Qualifications & Experience

- Degree in logistics, supply chain, business administration, or maritime economics.
- 5–10 years of experience in ocean freight procurement, carrier management, or trade management.
- Experience in freight forwarding, NVOCC operations, or carrier commercial roles is highly valued.
- Strong network within the ocean freight and carrier community.

Working Conditions

- Office-based with frequent coordination across global time zones.
- Occasional travel to carrier offices, industry events, and global branches.
- Fast-paced environment with high commercial responsibility.
- Requires strong prioritization and decision-making skills.

Key Performance Indicators (KPIs)

- Rate competitiveness and margin performance
- Carrier allocation utilization and service reliability
- Tender win rate and contract profitability



- Cost savings and procurement efficiency
- Accuracy of rate data and contract governance
- Strength of carrier relationships and negotiation outcomes
- Market intelligence, quality and strategic insights



2.39. Customs Brokerage Agent

Customs Clearance • Regulatory Compliance • Import/Export Documentation

Position Overview

The Customs Brokerage Agent is responsible for managing and executing customs clearance processes for import and export shipments. This role ensures that all documentation, declarations, and regulatory requirements are completed accurately and on time. Acting as the link between customers, customs authorities, carriers, and internal teams, the agent safeguards compliance, minimizes delays, and supports smooth cargo flow across borders.

This position requires strong attention to detail, deep knowledge of customs regulations, and the ability to work efficiently in a fast-paced environment.

Key Responsibilities

Customs Clearance Execution

- Prepare and submit import and export declarations to customs authorities.
- Classify goods using HS codes and ensure correct duty/tax calculations.
- Coordinate with customs officials, carriers, and brokers to resolve clearance issues.
- Monitor clearance status and ensure timely release of cargo.

Documentation & Regulatory Compliance

- Review commercial invoices, packing lists, certificates of origin, and other required documents.
- Ensure compliance with customs laws, trade regulations, and government agency requirements (e.g., FDA, USDA, CE, dual-use controls depending on region).
- Maintain accurate records for audits, inspections, and internal compliance checks.
- Verify documentation accuracy to prevent delays, penalties, or customs holds.

Customer Service & Communication

- Serve as the primary contact for customers regarding customs-related matters.
- Provide guidance on import/export requirements, duties, taxes, and regulatory obligations.
- Communicate proactively about clearance status, delays, or missing documentation.
- Support customers with special cargo requirements (DG, perishables, restricted goods).

Coordination with Internal & External Partners

- Work closely with freight forwarding teams to align customs processes with shipment timelines.
- Liaise with carriers, warehouses, trucking companies, and government agencies.
- Coordinate with finance teams regarding duty payments, billing, and reconciliation.
- Support global offices and overseas agents with customs-related inquiries.

Issue Resolution & Problem-Solving

- Investigate and resolve customs holds, inspections, and documentation discrepancies.
- Support claims teams with customs-related disputes or compliance issues.



- Implement corrective actions to prevent recurring clearance problems.
- Escalate complex regulatory issues to supervisors or compliance teams.

Data Management & Reporting

- Maintain accurate data in customs systems, TMS platforms, and internal databases.
- Prepare customs reports, KPI dashboards, and compliance summaries.
- Support digitalization initiatives such as automated declarations and e-clearance tools.
- Ensure data integrity and consistency across all systems.

Required Skills & Competencies

Technical Skills

- Strong understanding of customs regulations, HS classification, and duty/tax structures.
- Knowledge of import/export controls, trade agreements, and government agency requirements.
- Experience with customs software, TMS platforms, and digital declaration tools.
- Ability to interpret commercial documents and regulatory guidelines.
- Familiarity with DG, perishables, and restricted cargo compliance.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and customer-handling abilities.
- Analytical, structured, and solution-oriented mindset.
- Ability to work under pressure with strict deadlines.
- Team-oriented, proactive, and adaptable.

Qualifications & Experience

- Degree or vocational training in customs, logistics, international trade, or supply chain.
- 2–5 years of experience in customs brokerage or import/export compliance.
- Certification as a customs broker (where applicable) is a strong advantage.
- Experience in freight forwarding, 3PL, or logistics environments is highly valued.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict regulatory deadlines.
- Frequent communication with customs authorities, carriers, and customers.
- Occasional visits to warehouses, terminals, or inspection sites depending on company structure.

Key Performance Indicators (KPIs)

- Clearance accuracy and compliance rate
- On-time customs release and delivery performance
- Reduction of customs holds, penalties, and exceptions
- Customer satisfaction and responsiveness
- Data accuracy in customs and TMS systems
- Duty/tax reconciliation accuracy
- Quality of regulatory documentation and audit readiness



2.40. Customs Compliance Specialist

Regulatory Compliance • Trade Controls • Risk Management • Audit & Governance

Position Overview

The Customs Compliance Specialist ensures that all import and export activities comply with national and international customs regulations, trade laws, and internal company policies. This role develops and maintains compliance programs, conducts audits, manages classification and documentation accuracy, and supports internal teams with regulatory guidance. Acting as the organization's subject-matter expert on customs and trade compliance, the specialist minimizes risk, prevents penalties, and ensures smooth cross-border operations.

This position requires deep regulatory knowledge, strong analytical skills, and the ability to translate complex rules into practical operational guidance.

Key Responsibilities

Regulatory Compliance & Governance

- Ensure compliance with customs laws, import/export regulations, and government agency requirements.
- Monitor regulatory changes (tariffs, sanctions, trade agreements, export controls) and update internal stakeholders.
- Maintain and improve the company's customs compliance program, SOPs, and internal controls.
- Conduct restricted-party screenings and ensure adherence to sanctions and embargo rules.

Classification & Documentation Accuracy

- Assign and validate HS codes, customs values, country of origin, and duty/tax calculations.
- Review commercial invoices, packing lists, certificates of origin, and other trade documents.
- Ensure accuracy of import/export declarations prepared by internal teams or brokers.
- Support classification rulings, binding tariff requests, and regulatory interpretations.

Audit, Risk Management & Internal Controls

- Conduct internal audits of customs entries, documentation, and operational processes.
- Identify compliance gaps and implement corrective and preventive actions.
- Prepare for and support external audits by customs authorities or regulatory bodies.
- Maintain compliance records and always ensure audit readiness.

Training & Internal Support

- Provide training for operations, sales, procurement, and warehouse teams on customs compliance topics.
- Offer guidance on classification, valuation, documentation, and regulatory requirements.
- Support new product launches, supply chain changes, or new trade lanes with compliance assessments.



- Act as the internal escalation point for complex customs or trade compliance questions.

Coordination with Customs Brokers & Authorities

- Liaise with customs brokers to ensure accurate and timely filings.
- Communicate with customs authorities regarding inquiries, holds, inspections, or disputes.
- Support resolution of customs issues such as misclassification, valuation discrepancies, or documentation errors.
- Ensure brokers adhere to company compliance standards and contractual obligations.

Trade Compliance & Special Programs

- Manage preferential trade programs (e.g., EU FTAs, GSP, USMCA, etc. depending on region).
- Validate certificates of origin and supplier declarations.
- Support duty-savings initiatives such as tariff engineering, bonded warehousing, or duty drawback.
- Ensure compliance with export controls, dual-use regulations, and licensing requirements.

Required Skills & Competencies

Technical Skills

- Strong knowledge of customs regulations, HS classification, valuation, and origin rules.
- Familiarity with trade agreements, sanctions, export controls, and government agency requirements.
- Experience with customs software, TMS platforms, and compliance tools.
- Ability to interpret legal and regulatory texts and translate them into operational guidance.
- Understanding of DG, restricted goods, and special cargo compliance.

Soft Skills

- High attention to detail and accuracy.
- Strong analytical and problem-solving abilities.
- Excellent communication and training skills.
- Ability to work under pressure with strict regulatory deadlines.
- Proactive, structured, and risk-aware mindset.

Qualifications & Experience

- Degree in customs, logistics, international trade, supply chain, or related field.
- 3–7 years of experience in customs compliance, brokerage, or trade compliance roles.
- Certification in customs or trade compliance (e.g., Certified Customs Specialist, Export Compliance Professional) is a strong advantage.
- Experience in freight forwarding, 3PL, or import/export operations is highly valued.

Working Conditions

- Office-based with coordination across global time zones.
- Frequent interaction with customs brokers, authorities, and internal teams.
- Fast-paced environment with high compliance responsibility.



- Occasional travel for audits, training, or regulatory meetings.

💡 **Key Performance Indicators (KPIs)**

- Compliance accuracy and audit results
- Reduction of customs holds, penalties, and exceptions
- HS classification accuracy and documentation quality
- Timeliness of regulatory updates and internal communication
- Effectiveness of training and internal compliance awareness
- Broker performance and adherence to compliance standards
- Quality of internal controls and risk mitigation



2.41. Multimodal Transport Planner

End-to-End Planning • Cross-Modal Coordination • Network Optimization

Position Overview

The Multimodal Transport Planner is responsible for designing, coordinating, and executing transport solutions that combine multiple modes ocean, air, road, rail, and inland waterways. This role ensures that shipments move efficiently, cost-effectively, and in full compliance with operational and regulatory requirements. Acting as the central orchestrator of multimodal flows, the planner balances transit time, cost, capacity, and service reliability while maintaining seamless communication with customers, carriers, and internal teams.

This position requires strong analytical skills, operational awareness, and the ability to manage complex, time-sensitive logistics chains.

Key Responsibilities

Transport Planning & Execution

- Plan and coordinate multimodal transport solutions (sea–road, sea–rail, air–road, barge–truck, etc.).
- Select optimal routings based on transit time, cost, capacity, and customer requirements.
- Manage bookings with carriers, trucking companies, rail operators, and barge services.
- Monitor end-to-end shipment milestones and proactively address disruptions.

Cross-Modal Coordination

- Ensure smooth handovers between modes (port to rail, rail to truck, airport to road, etc.).
- Coordinate with terminals, depots, warehouses, and cross-dock facilities.
- Align with ocean freight, air freight, and road transport teams to ensure operational continuity.
- Manage equipment flows (containers, trailers, swap bodies, ULDs) across modes.

Customer Service & Communication

- Serve as the primary operational contact for customers regarding multimodal shipments.
- Provide proactive updates on status, delays, and alternative routing options.
- Support customers with special cargo requirements (DG, reefer, OOG, high-value).
- Build trust through reliable, solution-oriented service delivery.

Documentation & Compliance

- Prepare and validate multimodal transport documents (CMR, B/L, AWB, CIM, multimodal waybills).
- Ensure compliance with customs, security, and regulatory requirements across all modes.
- Coordinate with customs brokers for clearance at ports, airports, and inland terminals.
- Maintain accurate documentation for audits and regulatory checks.

Cost Control & Optimization

- Evaluate cost structures across modes and identify optimization opportunities.



- Support procurement teams with rate requests and carrier selection.
- Validate vendor invoices and ensure cost accuracy.
- Contribute to profitability analysis and continuous improvement initiatives.

Issue Resolution & Contingency Planning

- Manage disruptions such as port congestion, rail delays, strikes, weather events, or equipment shortages.
- Develop alternative routing scenarios to maintain service continuity.
- Coordinate with carriers and terminals to resolve operational bottlenecks.
- Escalate critical risks to management when necessary.

Systems & Reporting

- Use TMS, multimodal planning tools, and carrier platforms to manage shipments.
- Maintain accurate data entry and milestone updates.
- Prepare operational reports, KPIs, and performance dashboards.
- Support digitalization initiatives such as automated routing, tracking, and EDI workflows.

Required Skills & Competencies

Technical Skills

- Strong understanding of multimodal transport operations (ocean, air, road, rail, barge).
- Knowledge of INCOTERMS, customs procedures, and cross-border regulations.
- Familiarity with transport documents (CMR, B/L, AWB, CIM, multimodal waybill).
- Experience with TMS platforms, planning tools, and tracking systems.
- Ability to interpret schedules, transit times, and capacity constraints.

Soft Skills

- Excellent coordination and communication abilities.
- Strong analytical and problem-solving mindset.
- Ability to manage multiple shipments and priorities simultaneously.
- Customer-centric, proactive, and solution-oriented.
- Calm under pressure, especially during disruptions.

Qualifications & Experience

- Degree or vocational training in logistics, supply chain, transport management, or related field.
- 3–7 years of experience in multimodal planning, freight forwarding, or transport operations.
- Experience with cross-border logistics, intermodal terminals, or 4PL environments is a strong advantage.
- Knowledge of DG, reefer, or OOG cargo handling is beneficial.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with tight deadlines and complex routing requirements.
- Frequent communication with carriers, terminals, and customers.
- Occasional travel to terminals, depots, or customer sites depending on company structure.

Key Performance Indicators (KPIs)

- On-time delivery and milestone accuracy



- Routing efficiency and cost optimization
- Customer satisfaction and responsiveness
- Reduction of delays, exceptions, and disruptions
- Data accuracy in TMS and planning tools
- Vendor performance and reliability
- Profitability of multimodal shipments



2.42. Project Cargo Specialist (Sea Freight)

Heavy-Lift • Breakbulk • OOG Transport • Engineering Coordination • End-to-End Project Logistics

Position Overview

The Project Cargo Specialist (Sea Freight) is responsible for planning, coordinating, and executing complex ocean transport solutions for oversized, heavy-lift, and non-standard cargo. This role works closely with carriers, engineering teams, terminals, surveyors, and customers to ensure safe, compliant, and cost-effective movement of project cargo across global supply chains.

The position requires deep technical understanding, strong operational judgment, and the ability to manage high-risk, high-value shipments with precision.

Key Responsibilities

Project Planning & Engineering Coordination

- Analyze cargo specifications, drawings, and technical data to determine transport feasibility.
- Develop transport plans including lifting, lashing, securing, stowage, and routing.
- Coordinate with engineering teams, surveyors, and vessel planners for safe handling.
- Conduct risk assessments and propose mitigation measures for complex cargo.

Operational Execution (Sea Freight Focus)

- Arrange bookings with breakbulk carriers, heavy-lift vessels, Ro-Ro operators, and container lines for OOG cargo.
- Coordinate port operations, terminal handling, crane requirements, and special equipment.
- Supervise loading/unloading operations when required, ensuring adherence to safety standards.
- Manage pre-carriage and on-carriage via road, rail, or barge for multimodal project moves.

Vendor & Carrier Management

- Liaise with heavy-lift carriers, chartering teams, stevedores, rigging companies, and surveyors.
- Evaluate vendor capabilities and negotiate rates, service levels, and operational terms.
- Ensure carriers comply with technical requirements, safety standards, and project timelines.
- Maintain strong relationships with specialized service providers.

Customer Coordination & Project Communication

- Serve as the primary operational contact for project cargo customers.
- Provide detailed project updates, milestone tracking, and exception reporting.
- Participate in customer meetings, site visits, and project planning sessions.
- Deliver solution-oriented support for complex technical and operational challenges.

Documentation & Compliance

- Prepare and validate project cargo documentation (method statements, lifting plans, stowage plans, OOG declarations).



- Ensure compliance with IMO, SOLAS, IMDG, port regulations, and country-specific requirements.
- Coordinate customs documentation for oversized or special cargo.
- Maintain accurate records for audits, claims, and project reporting.

Cost Control & Budget Management

- Prepare cost estimates, quotations, and project budgets.
- Validate vendor invoices and ensure cost accuracy.
- Monitor project profitability and identify cost-optimization opportunities.
- Support tender responses and commercial proposals for EPC and industrial clients.

Risk Management & Issue Resolution

- Identify operational risks such as weather, port congestion, equipment limitations, or structural constraints.
- Develop contingency plans and alternative routing scenarios.
- Resolve issues during loading, transit, or discharge with minimal impact on timelines.
- Support claims handling damage, delays, or service failures.

Reporting & Systems

- Maintain accurate data in TMS and project management tools.
- Prepare project reports, KPIs, and post-project evaluations.
- Support digitalization initiatives for project cargo workflows.

Required Skills & Competencies

Technical Skills

- Strong understanding of heavy-lift, breakbulk, and OOG cargo handling.
- Knowledge of vessel types, stowage principles, lifting gear, and securing methods.
- Familiarity with engineering drawings, center-of-gravity calculations, and load-distribution concepts.
- Experience with port operations, rigging, cranes, and special transport equipment.
- Knowledge of customs, regulatory, and safety requirements for project cargo.

Soft Skills

- Excellent coordination and communication abilities.
- Strong analytical and problem-solving mindset.
- High attention to detail and safety awareness.
- Ability to manage high-pressure, time-critical operations.
- Customer-centric, proactive, and solution-oriented.

Qualifications & Experience

- Degree in logistics, maritime operations, engineering, or supply chain (preferred).
- 3–8 years of experience in project cargo, heavy-lift, or breakbulk logistics.
- Experience with EPC projects, industrial cargo, or energy sector logistics is a strong advantage.
- On-site experience at ports, terminals, or loading operations is highly valued.

Working Conditions

- Office-based with frequent field presence at ports, terminals, and loading sites.
- Regular coordination across global time zones.



- Occasional international travel for project supervision or customer meetings.
- High-responsibility environment with strict safety and compliance requirements.

💡 **Key Performance Indicators (KPIs)**

- Project delivery accuracy (time, cost, scope)
- Safety performance and incident-free operations
- Quality of transport plans and engineering compliance
- Customer satisfaction and project communication
- Vendor performance and reliability
- Profitability of project cargo shipments
- Reduction of operational risks and exceptions



2.43. Out of Gauge (OOG) Cargo Specialist – Sea Freight

OOG Planning • Special Equipment • Carrier Coordination • Technical Cargo Handling

Position Overview

The Out of Gauge (OOG) Cargo Specialist is responsible for planning, coordinating, and executing sea-freight shipments involving oversized, non-standard, and special-dimension cargo. This role ensures that OOG cargo is handled safely, compliantly, and cost-effectively using flat racks, open-tops, platforms, breakbulk services, or Ro-Ro solutions. Acting as the technical and operational expert for OOG shipments, the specialist collaborates with carriers, terminals, surveyors, and customers to deliver tailored transport solutions.

This position requires strong technical understanding, meticulous planning, and the ability to manage high-value, high-risk cargo with confidence.

Key Responsibilities

OOG Cargo Planning & Technical Assessment

- Review cargo dimensions, weights, drawings, and center-of-gravity information.
- Determine the appropriate equipment type (flat rack, open-top, platform, mafi, breakbulk).
- Prepare preliminary stowage concepts, lashing plans, and securing requirements.
- Conduct feasibility checks based on port restrictions, vessel limitations, and handling capabilities.

Carrier & Vendor Coordination

- Liaise with ocean carriers to secure OOG approvals, rate levels, and equipment availability.
- Coordinate with terminals, stevedores, rigging companies, and surveyors for safe handling.
- Ensure compliance with carrier guidelines, port regulations, and safety standards.
- Manage booking processes, including OOG surcharge negotiations and space confirmation.

Operational Execution

- Coordinate pre-carriage and on-carriage for oversized cargo via road, rail, or barge.
- Supervise loading/unloading operations when required, ensuring correct lashing and securing.
- Monitor shipment milestones and proactively address delays, equipment issues, or port challenges.
- Ensure accurate communication with all stakeholders throughout the shipment lifecycle.

Customer Service & Solution Design

- Serve as the primary operational contact for customers shipping OOG cargo.
- Provide technical guidance, routing options, and equipment recommendations.
- Prepare cost estimates, quotations, and OOG feasibility proposals.
- Participate in customer meetings, site visits, and project planning sessions.

Documentation & Compliance



- Prepare and validate OOG documentation including OOG declarations, method statements, and cargo drawings.
- Ensure compliance with IMO, SOLAS VGM, IMDG (if applicable), and local port regulations.
- Coordinate customs documentation for oversized or special cargo.
- Maintain accurate records for audits, claims, and operational reporting.

Risk Management & Issue Resolution

- Identify risks related to handling, stowage, weather, port congestion, or equipment limitations.
- Develop contingency plans and alternative routing scenarios.
- Resolve operational issues quickly and professionally to minimize impact on timelines.
- Support claims handling damage, delays, or service failures.

Cost Control & Profitability

- Validate vendor invoices and ensure cost accuracy.
- Monitor OOG shipment profitability and identify optimization opportunities.
- Support pricing teams with cost-based guidance for OOG quotations and tenders.
- Track OOG surcharges, special handling fees, and equipment costs.

🔧 Required Skills & Competencies

Technical Skills

- Strong understanding of OOG cargo handling, special equipment, and lashing/securing principles.
- Knowledge of flat racks, open-tops, platforms, mafi trailers, and breakbulk vessel operations.
- Ability to interpret engineering drawings, lifting diagrams, and weight-distribution data.
- Familiarity with port operations, crane capabilities, and terminal restrictions.
- Understanding of customs, regulatory, and safety requirements for oversized cargo.

Soft Skills

- Excellent coordination and communication abilities.
- Strong analytical and problem-solving mindset.
- High attention to detail and safety awareness.
- Ability to manage time-critical, high-pressure operations.
- Customer-centric, proactive, and solution-oriented.

🏠 Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, engineering, or supply chain.
- 3–7 years of experience in OOG, special cargo, or project logistics.
- Experience with heavy-lift, breakbulk, or industrial cargo is a strong advantage.
- On-site experience at ports, terminals, or loading operations is highly valued.

⚓ Working Conditions

- Office-based with frequent coordination across global time zones.
- Regular presence at ports, terminals, and loading sites.
- Occasional international travel for project supervision or customer meetings.



- High-responsibility environment with strict safety and compliance requirements.

💡 **Key Performance Indicators (KPIs)**

- OOG approval success rate and lead time
- On-time execution and milestone accuracy
- Safety performance and incident-free operations
- Customer satisfaction and technical solution quality
- Vendor performance and reliability
- Profitability of OOG shipments
- Reduction of operational risks and exceptions



2.44. Dangerous Goods Specialist (IMDG) – Sea Freight

IMDG Compliance • DG Documentation • Risk Management • Operational Safety

Position Overview

The Dangerous Goods Specialist (IMDG) is responsible for ensuring the safe, compliant, and efficient handling of hazardous materials transported by sea. This role manages DG documentation, classification, packaging verification, carrier approvals, and regulatory compliance according to the International Maritime Dangerous Goods (IMDG) Code. Acting as the company's subject-matter expert for DG cargo, the specialist supports operations, customers, and carriers to minimize risk and ensure flawless execution of hazardous shipments.

This position requires deep regulatory knowledge, meticulous attention to detail, and the ability to manage high-risk cargo with confidence.

Key Responsibilities

DG Classification & Documentation

- Review and validate DG declarations, SDS (Safety Data Sheets), packing certificates, and transport documents.
- Ensure correct UN numbers, classes, packing groups, and proper shipping names according to IMDG Code.
- Prepare or verify DG manifests, segregation tables, and stowage instructions.
- Confirm compliance with packaging, labeling, marking, and placarding requirements.

Regulatory Compliance (IMDG Focus)

- Ensure all DG shipments comply with IMDG Code, SOLAS, MARPOL, and local port regulations.
- Monitor regulatory updates and communicate changes to internal teams and customers.
- Conduct internal audits to ensure adherence to DG handling procedures.
- Support compliance with additional regulations (e.g., ADR, IATA) for multimodal shipments.

Carrier & Port Coordination

- Submit DG requests to ocean carriers and obtain approvals for acceptance and stowage.
- Coordinate with terminals, depots, and warehouses to ensure safe handling and storage.
- Verify that segregation, stowage, and compatibility requirements are met.
- Resolve issues related to carrier rejections, port restrictions, or documentation discrepancies.

Operational Support & Execution

- Support operations teams with DG booking, routing, and equipment selection.
- Provide guidance on special cargo handling (reefer DG, limited quantities, marine pollutants).
- Monitor DG shipments throughout the transport chain and address exceptions proactively.
- Coordinate with surveyors, inspectors, and emergency response teams when required.

Customer Service & Advisory



- Act as the primary DG expert for customers shipping hazardous materials.
- Provide guidance on classification, packaging, documentation, and regulatory requirements.
- Support customers with DG training, compliance advice, and shipment feasibility assessments.
- Participate in customer meetings and audits as the DG subject-matter expert.

Risk Management & Incident Prevention

- Identify risks related to DG handling, stowage, or transport.
- Develop mitigation plans and ensure emergency response procedures are in place.
- Investigate DG-related incidents, near misses, or non-compliance cases.
- Implement corrective and preventive actions to reduce future risks.

Training & Internal Development

- Provide DG/IMDG training to operations, warehouse, and customer service teams.
- Develop SOPs, checklists, and compliance guidelines for hazardous cargo handling.
- Support continuous improvement initiatives to strengthen DG compliance culture.

🔗 Required Skills & Competencies

Technical Skills

- Strong knowledge of IMDG Code, SOLAS, MARPOL, and port-specific DG regulations.
- Ability to interpret SDS, DG declarations, and technical cargo documentation.
- Familiarity with DG stowage, segregation, and compatibility requirements.
- Experience with DG booking systems, TMS platforms, and carrier portals.
- Understanding multimodal DG regulations (ADR, IATA) is an advantage.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and advisory skills.
- Analytical, structured, and risk-aware mindset.
- Ability to work under pressure with strict regulatory deadlines.
- Proactive, solution-oriented, and safety-focused.

🏠 Qualifications & Experience

- Degree or vocational training in logistics, maritime operations, chemistry, or related field.
- 3–7 years of experience in DG/IMDG operations within sea freight or multimodal logistics.
- Valid IMDG certification (DG training) is required; advanced DG qualifications are a strong advantage.
- Experience in freight forwarding, NVOCC operations, or carrier DG departments is highly valued.

⚓ Working Conditions

- Office-based with frequent coordination across global time zones.
- Occasional presence at terminals, depots, or inspection sites.
- High-responsibility environment with strict safety and compliance requirements.



- Occasional travel for training, audits, or customer meetings.

💡 **Key Performance Indicators (KPIs)**

- DG documentation accuracy and compliance rate
- Carrier approval success rate and lead time
- Reduction of DG incidents, rejections, and non-compliance cases
- On-time execution of DG shipments
- Customer satisfaction and advisory quality
- Internal training effectiveness
- Audit performance and regulatory readiness



2.45. Supply Chain Coordinator – Sea Freight

End-to-End Coordination • Shipment Visibility • Customer Support • Operational Control

Position Overview

The Supply Chain Coordinator (Sea Freight) manages the end-to-end flow of ocean freight shipments, ensuring timely execution, accurate documentation, and seamless communication across all supply chain partners. This role acts as the central point of coordination between customers, carriers, warehouses, customs brokers, and internal teams. The coordinator ensures that sea-freight operations run smoothly, exceptions are resolved quickly, and customers receive reliable, proactive service. This position requires strong organizational skills, attention to detail, and the ability to manage multiple shipments in a fast-paced, deadline-driven environment.

Key Responsibilities

Shipment Coordination & Execution

- Manage FCL and LCL shipments from booking to final delivery.
- Coordinate with carriers, NVOCCs, trucking companies, warehouses, and customs brokers.
- Track vessel schedules, ETDs/ETAs, and milestone updates.
- Ensure timely release of documents, delivery orders, and cargo availability.

Customer Service & Communication

- Serve as the primary operational contact for assigned customers.
- Provide proactive updates on shipment status, delays, and exceptions.
- Support customers with special cargo requirements (DG, Reefer, OOG).
- Build strong relationships through reliable, solution-oriented communication.

Documentation & Compliance

- Review and validate shipping instructions, B/L drafts, commercial documents, and customs paperwork.
- Ensure compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and local regulations.
- Coordinate with customs brokers for import/export clearance.
- Maintain accurate documentation for audits and regulatory checks.

Supply Chain Visibility & Data Accuracy

- Maintain accurate shipment data in TMS, ERP, and customer portals.
- Monitor supply chain KPIs such as on time performance, dwell times, and exceptions.
- Support customers with visibility reports, forecasts, and inventory-related updates.
- Ensure data integrity across all systems and communication channels.

Issue Resolution & Escalation

- Identify and resolve shipment delays, documentation discrepancies, or carrier issues.
- Coordinate contingency plans such as rebooking, rerouting, or alternative transport modes.
- Escalate critical risks to supervisors or account managers.
- Support claims handling cargo damage, loss, or service failures.

Vendor & Carrier Coordination



- Liaise with ocean carriers, terminals, depots, and trucking partners.
- Confirm equipment availability, cut-off times, and operational requirements.
- Monitor vendor performance and provide feedback to procurement or operations managers.
- Support rate requests and operational feasibility checks.

Continuous Improvement

- Identify process gaps and propose improvements to enhance efficiency and service quality.
- Support digitalization initiatives such as automated tracking, EDI, and customer dashboards.
- Participate in internal projects related to supply chain optimization.

Required Skills & Competencies

Technical Skills

- Strong understanding of sea-freight processes (FCL, LCL, DG, reefer, OOG).
- Knowledge of INCOTERMS, customs procedures, and global trade flows.
- Experience with TMS, ERP, and carrier portals.
- Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
- Familiarity with supply chain KPIs and visibility tools.

Soft Skills

- Excellent communication and customer-handling abilities.
- Strong organizational and multitasking skills.
- Analytical, proactive, and solution-oriented mindset.
- Ability to work under pressure and meet strict deadlines.
- Team-oriented, adaptable, and detail-focused.

Qualifications & Experience

- Degree or vocational training in logistics, supply chain, or international trade.
- 2–5 years of experience in sea-freight operations, supply chain coordination, or freight forwarding.
- Experience with global supply chains, 3PL/4PL environments, or key account operations is an advantage.
- Knowledge of DG, reefer, or OOG cargo handling is beneficial.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict operational deadlines.
- Frequent communication with carriers, customers, and internal teams.
- Occasional visits to terminals, depots, or warehouses depending on company structure.

Key Performance Indicators (KPIs)

- On-time shipment execution and milestone accuracy
- Customer satisfaction and responsiveness
- Data accuracy in TMS/ERP systems
- Reduction of delays, exceptions, and dwell times
- Vendor performance and reliability
- Cost accuracy and shipment profitability
- Supply chain visibility and reporting quality



2.46. Time Critical Logistics Specialist

Emergency Logistics • AOG / MRO Support • High-Priority Shipments • 24/7 Operational Response

Position Overview

The Time Critical Logistics Specialist is responsible for planning, coordinating, and executing urgent, high-priority shipments that require immediate action and flawless execution. These include AOG (Aircraft on Ground), MRO parts, medical shipments, production-line stoppage cargo, and other mission-critical deliveries. The specialist ensures that shipments move with maximum speed, visibility, and reliability across air, sea, road, and multimodal networks.

This role requires exceptional responsiveness, problem-solving skills, and the ability to operate under intense time pressure while maintaining accuracy and compliance.

Key Responsibilities

Rapid Response & Shipment Execution

- Manage urgent logistics requests with immediate action and minimal lead time.
- Coordinate multimodal transport solutions (air charter, NFO, OBC, express road, sea-air, etc.).
- Secure capacity quickly with carriers, airlines, trucking companies, and couriers.
- Monitor shipments in real time and ensure continuous milestone visibility.

Customer Communication & Crisis Management

- Act as the primary point of contact for customers requiring time-critical support.
- Provide proactive updates, ETA forecasts, and rapid escalation when needed.
- Communicate clearly under pressure, offering solutions rather than delays.
- Build trust with customers through reliability, speed, and transparency.

Operational Coordination

- Liaise with carriers, terminals, warehouses, customs brokers, and last-mile providers.
- Ensure priority handling at airports, seaports, and cross-dock facilities.
- Coordinate special handling requirements (DG, temperature-controlled, high-value).
- Prepare contingency plans for delays, cancellations, or capacity shortages.

Documentation & Compliance

- Prepare and validate time-critical documentation (AWB, B/L, CMR, customs forms).
- Ensure compliance with customs, security, DG, and regulatory requirements.
- Coordinate with customs brokers for immediate clearance and release.
- Maintain accurate records for audits and customer reporting.

Cost Control & Quotation Management

- Prepare rapid quotations for urgent shipments, balancing speed and cost.
- Validate vendor invoices and ensure cost accuracy.
- Monitor profitability of time-critical shipments.
- Support pricing teams with rate intelligence for express and emergency logistics.

Risk Management & Problem-Solving

- Identify risks such as flight cancellations, port congestion, weather events, or customs delays.
- Implement alternative routing options instantly when disruptions occur.



- Coordinate emergency recovery actions (rerouting, rebooking, hand-carry).
- Support claims handling damaged or delayed urgent cargo.

Systems & Reporting

- Use TMS, tracking platforms, and airline/carrier systems for real-time visibility.
- Maintain accurate data entry and milestone updates.
- Prepare performance reports for customers and internal stakeholders.
- Support digitalization initiatives such as automated alerts and live tracking dashboards.

Required Skills & Competencies

Technical Skills

- Strong understanding of express logistics, air freight, sea-air, and multimodal transport.
- Knowledge of AOG/MRO logistics, medical shipments, and production-critical cargo.
- Familiarity with customs procedures, DG regulations, and security protocols.
- Experience with TMS, airline portals, and real-time tracking tools.
- Ability to interpret transport documents and operational data quickly.

Soft Skills

- Exceptional responsiveness and ability to work under extreme time pressure.
- Strong communication and crisis-management abilities.
- Analytical, proactive, and solution-oriented mindset.
- High attention to detail despite urgency.
- Customer-centric, calm, and reliable in high-stress situations.

Qualifications & Experience

- Degree or vocational training in logistics, supply chain, or international transport.
- 2–5 years of experience in time-critical logistics, express operations, or air freight.
- Experience with AOG, medical, or high-value shipments is a strong advantage.
- Knowledge of DG, temperature-controlled, or secure cargo handling is beneficial.

Working Conditions

- 24/7 operational environment with rotating shifts or on-call duties.
- Fast-paced, high-pressure setting requiring rapid decision-making.
- Frequent communication with global partners across time zones.
- Occasional travel to airports, terminals, or customer sites.

Key Performance Indicators (KPIs)

- Response time to urgent requests
- On-time delivery performance
- Customer satisfaction and communication quality
- Exception resolution speed
- Cost accuracy and shipment profitability
- Data accuracy and milestone visibility
- Vendor performance and reliability



2.47. Sea Freight Import Clerk

Import Documentation • Customs Coordination • Shipment Monitoring • Customer Support

Position Overview

The Sea Freight Import Clerk is responsible for managing the administrative and operational tasks associated with inbound ocean freight shipments. This role ensures that all import documentation is accurate, customs requirements are met, and shipments are processed efficiently from arrival to final delivery. Acting as a key link between carriers, customs brokers, customers, and internal teams, the clerk supports smooth cargo flow and timely release of goods.

This position requires strong attention to detail, excellent organizational skills, and the ability to work in a fast-paced, deadline-driven environment.

Key Responsibilities

Import Documentation & Data Processing

- Receive, review, and validate import documents (MBL/HBL, commercial invoice, packing list, certificates).
- Enter shipment data into TMS/ERP systems with high accuracy.
- Prepare arrival notices, delivery orders, and release instructions.
- Ensure compliance with INCOTERMS, customs requirements, and carrier procedures.

Customs Coordination

- Coordinate with customs brokers to ensure timely clearance.
- Provide brokers with required documents and shipment details.
- Monitor customs status and follow up on holds, inspections, or missing information.
- Maintain accurate customs records for audits and regulatory checks.

Shipment Monitoring & Carrier Liaison

- Track vessel arrivals, container availability, and terminal status.
- Communicate with carriers, terminals, and depots regarding release, demurrage, and detention.
- Ensure timely pick-up and delivery arrangements with trucking partners.
- Resolve discrepancies related to cargo availability, documentation, or carrier charges.

Customer Service & Communication

- Serve as the primary contact for customers regarding import shipment status.
- Provide proactive updates on arrivals, delays, and customs issues.
- Support customers with special cargo requirements (reefer, DG, OOG).
- Build trust through clear, timely, and solution-oriented communication.

Billing & Cost Control

- Validate vendor invoices (carriers, terminals, truckers) and ensure cost accuracy.
- Prepare customer billing for import charges, handling fees, and ancillary costs.
- Resolve billing discrepancies and support finance teams with collections.
- Monitor demurrage/detention exposure and take proactive action to minimize costs.

Operational Support & Problem-Solving



- Identify and resolve operational issues such as missing documents, incorrect data, or cargo holds.
- Coordinate with warehouses, depots, and trucking companies for smooth cargo flow.
- Escalate critical issues to supervisors or import managers.
- Support continuous improvement initiatives within the import department.

Required Skills & Competencies

Technical Skills

- Understanding of sea-freight import processes (FCL, LCL, DG, reefer).
- Knowledge of customs documentation and import regulations.
- Experience with TMS/ERP systems and carrier portals.
- Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
- Familiarity with port/terminal operations and container release procedures.

Soft Skills

- Strong attention to detail and accuracy.
- Excellent communication and customer-handling abilities.
- Organizational and multitasking skills.
- Problem-solving mindset with a proactive approach.
- Ability to work under pressure and meet strict deadlines.

Qualifications & Experience

- Degree or vocational training in logistics, international trade, or supply chain (preferred).
- 1–3 years of experience in sea-freight import operations or freight forwarding.
- Experience with customs clearance processes is an advantage.
- Knowledge of DG or reefer cargo handling is beneficial.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict arrival and clearance deadlines.
- Frequent communication with carriers, terminals, and customers.
- Occasional visits to depots or warehouses depending on company structure.

Key Performance Indicators (KPIs)

- Accuracy of import documentation and data entry
- On-time customs clearance and cargo release
- Customer satisfaction and responsiveness
- Reduction of demurrage/detention costs
- Billing accuracy and cost control
- Vendor performance and reliability
- Exception handling and problem-resolution speed



2.48. Sea Freight Import Supervisor

Team Leadership • Import Operations • Compliance • Customer Excellence

Position Overview

The Sea Freight Import Supervisor oversees the daily operations of the import department, ensuring that all inbound ocean shipments are processed efficiently, accurately, and in full compliance with regulatory requirements. This role leads a team of import clerks/coordinators, supports complex escalations, and acts as the primary operational interface for customers, carriers, customs brokers, and internal stakeholders.

The position requires strong leadership, deep sea-freight knowledge, and the ability to manage high-volume, deadline-driven operations while maintaining service quality and profitability.

Key Responsibilities

Team Leadership & Performance Management

- Lead, mentor, and develop a team of import clerks/coordinators.
- Allocate workload, monitor performance, and ensure adherence to SOPs.
- Conduct regular team meetings, coaching sessions, and performance reviews.
- Foster a culture of accuracy, accountability, and continuous improvement.

Import Operations Oversight

- Supervise end-to-end import processes for FCL, LCL, DG, reefer, and special cargo.
- Ensure timely processing of arrival notices, customs documentation, and delivery orders.
- Monitor vessel arrivals, container availability, and terminal operations.
- Oversee coordination with trucking partners, warehouses, and depots.

Customer Service & Escalation Management

- Act as the senior operational contact for key customers and complex cases.
- Provide proactive communication on delays, exceptions, and operational risks.
- Support customer onboarding and implementation of new import flows.
- Ensure service levels meet or exceed customer expectations.

Documentation & Compliance

- Ensure accuracy of import documentation (MBL/HBL, invoices, packing lists, certificates).
- Oversee customs clearance coordination and ensure regulatory compliance.
- Monitor adherence to INCOTERMS, SOLAS VGM, DG regulations, and local customs laws.
- Maintain audit-ready documentation and support internal/external audits.

Carrier & Vendor Coordination

- Liaise with ocean carriers, terminals, and trucking companies to resolve escalated issues.
- Monitor demurrage/detention exposure and take proactive action to minimize costs.
- Support procurement teams with vendor performance feedback.
- Ensure service providers meet operational and compliance standards.

Issue Resolution & Risk Management



- Manage escalations related to customs holds, documentation discrepancies, or cargo delays.
- Develop contingency plans for operational disruptions (port congestion, weather, strikes).
- Support claims handling for damaged, lost, or delayed cargo.
- Identify process gaps and implement corrective actions.

Reporting & KPI Management

- Track and report key operational metrics (on-time clearance, D&D exposure, data accuracy).
- Prepare performance dashboards for management and key customers.
- Ensure accurate data entry in TMS/ERP systems.
- Support continuous improvement and digitalization initiatives.

Billing & Cost Control

- Validate vendor invoices and ensure cost accuracy.
- Oversee customer billing for import charges and ancillary fees.
- Monitor shipment profitability and cost-to-serve metrics.
- Resolve billing discrepancies in coordination with finance teams.

Required Skills & Competencies

Technical Skills

- Strong understanding of sea-freight imports processes (FCL, LCL, DG, reefer, OOG).
- Knowledge of customs procedures, import regulations, and global trade flows.
- Experience with TMS/ERP systems, carrier portals, and terminal platforms.
- Ability to interpret B/Ls, manifests, commercial documents, and customs entries.
- Familiarity with port operations, container release processes, and D&D management.

Soft Skills

- Strong leadership and team-management abilities.
- Excellent communication and customer-handling skills.
- Analytical, structured, and solution-oriented mindset.
- Ability to work under pressure and manage multiple priorities.
- High attention to detail and commitment to accuracy.

Qualifications & Experience

- Degree or vocational training in logistics, supply chain, or international trade.
- 4–7 years of experience in sea-freight import operations, including supervisory responsibilities.
- Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
- Knowledge of DG, reefer, or OOG cargo handling is an advantage.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict operational deadlines.
- Frequent communication with carriers, terminals, and customers.
- Occasional visits to depots, warehouses, or customer sites.

Key Performance Indicators (KPIs)



- On-time customs clearance and cargo release
- Team productivity and accuracy
- Customer satisfaction and escalation resolution
- Reduction of demurrage/detention costs
- Billing accuracy and cost control
- Data integrity in TMS/ERP systems
- Vendor performance and reliability
- Compliance and audit readiness



2.49. Sea Freight Import Manager

Operational Leadership • Compliance • Customer Excellence • Team Performance

Position Overview

The Sea Freight Import Manager oversees and leads the full import operations function for inbound ocean freight. This role ensures that all import shipments are processed efficiently, compliantly, and profitably while delivering high quality customer experience. The manager leads a team of import specialists, supervises daily operations, manages escalations, and collaborates closely with carriers, customs brokers, terminals, and internal departments.

This position requires strong leadership, deep sea-freight expertise, and the ability to manage high-volume, time-critical operations with strategic oversight.

Key Responsibilities

Leadership & Team Management

- Lead, mentor, and develop the import operations team (clerks, coordinators, supervisors).
- Define team goals, KPIs, and performance expectations.
- Conduct regular coaching, training, and performance reviews.
- Foster a culture of accountability, accuracy, and continuous improvement.

Operational Management

- Oversee end-to-end import processes for FCL, LCL, DG, reefer, and special cargo.
- Ensure timely processing of arrival notices, customs documentation, and delivery orders.
- Monitor vessel arrivals, container availability, and terminal operations.
- Ensure efficient coordination with trucking partners, warehouses, and depots.
- Implement and enforce SOPs, workflows, and best practices.

Customer Relationship Management

- Act as the senior operational contact for key accounts and escalated issues.
- Ensure service levels meet contractual and customer expectations.
- Support customer onboarding, implementation, and continuous improvement initiatives.
- Provide proactive communication on delays, risks, and operational challenges.

Compliance & Documentation Control

- Ensure compliance with customs regulations, INCOTERMS, SOLAS VGM, DG rules, and local laws.
- Oversee accuracy of import documentation (MBL/HBL, invoices, packing lists, certificates).
- Maintain audit-ready documentation and support internal/external audits.
- Ensure adherence to internal compliance policies and quality standards.

Carrier, Terminal & Vendor Coordination

- Manage relationships with ocean carriers, terminals, depots, and trucking companies.
- Resolve escalated issues related to cargo release, demurrage/detention, or documentation.
- Monitor vendor performance and provide feedback to procurement and leadership.



- Support rate negotiations and operational feasibility assessments.

Financial Management & Cost Control

- Oversee billing accuracy for import charges and ancillary fees.
- Validate vendor invoices and ensure cost accuracy.
- Monitor demurrage/detention exposure and implement cost-avoidance strategies.
- Track shipment profitability and cost-to-serve metrics.

Risk Management & Problem Resolution

- Identify operational risks and implement mitigation strategies.
- Manage escalations related to customs holds, port delays, or carrier issues.
- Support claims handling for damaged, lost, or delayed cargo.
- Develop contingency plans for disruptions such as strikes, weather events, or capacity shortages.

Reporting & Continuous Improvement

- Track and report KPIs (on-time clearance, D&D exposure, data accuracy, productivity).
- Prepare operational dashboards for senior management and key customers.
- Lead process-improvement and digitalization initiatives.
- Drive efficiency through automation, workflow optimization, and system enhancements.

🔗 Required Skills & Competencies

Technical Skills

- Deep understanding of sea-freight import operations (FCL, LCL, DG, reefer, OOG).
- Strong knowledge of customs procedures, import regulations, and global trade flows.
- Experience with TMS/ERP systems, carrier portals, and terminal platforms.
- Ability to interpret B/Ls, manifests, commercial documents, and customs entries.
- Familiarity with port operations, container release processes, and D&D management.

Soft Skills

- Strong leadership and team-development capabilities.
- Excellent communication and customer-handling skills.
- Analytical, structured, and solution-oriented mindset.
- Ability to manage multiple priorities under pressure.
- High attention to detail and commitment to accuracy.

👤 Qualifications & Experience

- Degree in logistics, supply chain, international trade, or related field.
- 5–10 years of experience in sea-freight import operations, including supervisory or managerial roles.
- Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
- Knowledge of DG, reefer, or OOG cargo handling is an advantage.

⚓ Working Conditions

- Office-based with coordination across global time zones.



- Fast-paced environment with strict operational deadlines.
- Frequent communication with carriers, terminals, and customers.
- Occasional travel to depots, warehouses, or customer sites.

💡 **Key Performance Indicators (KPIs)**

- On-time customs clearance and cargo release
- Team productivity and accuracy
- Customer satisfaction and escalation resolution
- Reduction of demurrage/detention costs
- Billing accuracy and cost control
- Data integrity in TMS/ERP systems
- Vendor performance and reliability
- Compliance and audit readiness



2.50. Sea Freight Export Clerk

Export Documentation • Carrier Coordination • Shipment Execution • Customer Support

Position Overview

The Sea Freight Export Clerk is responsible for managing the administrative and operational tasks associated with outbound ocean freight shipments. This role ensures that all export documentation is accurate, bookings are confirmed, customs requirements are met, and shipments move smoothly from origin to port of loading.

Acting as a key link between customers, carriers, customs brokers, and internal teams, the clerk supports timely and compliant export operations.

This position requires strong attention to detail, excellent organizational skills, and the ability to manage multiple deadlines in a fast-paced environment.

Key Responsibilities

Export Documentation & Data Processing

- Prepare and validate export documents (HBL/MBL, commercial invoice, packing list, certificates).
- Enter shipment data into TMS/ERP systems with high accuracy.
- Prepare shipping instructions and verify B/L drafts with carriers.
- Ensure compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and export regulations.

Booking & Carrier Coordination

- Arrange bookings with ocean carriers, NVOCCs, and co-loaders.
- Confirm equipment availability (containers, special equipment).
- Monitor vessel schedules, cut-off times, and carrier requirements.
- Coordinate with terminals, depots, and trucking partners for timely container delivery.

Customer Service & Communication

- Serve as the primary operational contact for customers regarding export shipments.
- Provide proactive updates on booking status, documentation, and cargo cut-offs.
- Support customers with special cargo requirements (DG, reefer, OOG).
- Build trust through clear, timely, and solution-oriented communication.

Customs & Compliance Coordination

- Prepare or support export customs declarations (depending on country).
- Coordinate with customs brokers for clearance and documentation.
- Ensure compliance with export controls, sanctions, and trade regulations.
- Maintain audit-ready documentation and support compliance checks.

Shipment Monitoring & Execution

- Track container pick-up, gate-in, and vessel loading status.
- Resolve discrepancies related to documentation, equipment, or carrier instructions.
- Coordinate with warehouses, depots, and trucking companies for smooth cargo flow.
- Escalate operational issues to supervisors or export managers when needed.

Billing & Cost Control



- Validate vendor invoices (carriers, terminals, truckers) and ensure cost accuracy.
- Prepare customer billing for export charges and ancillary fees.
- Resolve billing discrepancies and support finance teams with collections.
- Monitor cost exposure and support profitability of export shipments.

Required Skills & Competencies

Technical Skills

- Understanding of sea-freight export processes (FCL, LCL, DG, reefer, OOG).
- Knowledge of export documentation and customs procedures.
- Experience with TMS/ERP systems and carrier portals.
- Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
- Familiarity with port/terminal operations and container gate-in procedures.

Soft Skills

- Strong attention to detail and accuracy.
- Excellent communication and customer-handling abilities.
- Organizational and multitasking skills.
- Problem-solving mindset with a proactive approach.
- Ability to work under pressure and meet strict deadlines.

Qualifications & Experience

- Degree or vocational training in logistics, international trade, or supply chain (preferred).
- 1–3 years of experience in sea-freight export operations or freight forwarding.
- Experience with DG or reefer cargo handling is an advantage.
- Knowledge of export controls and compliance is beneficial.

Working Conditions

- Office-based with coordination across global time zones.
- Fast-paced environment with strict carrier and port deadlines.
- Frequent communication with carriers, terminals, and customers.
- Occasional visits to depots or warehouses depending on company structure.

Key Performance Indicators (KPIs)

- Accuracy of export documentation and data entry
- On-time gate-in and vessel loading
- Customer satisfaction and responsiveness
- Reduction of operational exceptions
- Billing accuracy and cost control
- Vendor performance and reliability
- Compliance and audit readiness



2.51. Sea Freight Export Supervisor

Team Leadership • Export Operations • Compliance • Customer Excellence

Position Overview

The Sea Freight Export Supervisor oversees the daily operations of the export department, ensuring that all outbound ocean shipments are processed accurately, efficiently, and in full compliance with regulatory and carrier requirements. This role leads a team of export clerks/coordinators, manages escalations, and acts as the senior operational interface for customers, carriers, terminals, and internal stakeholders.

The position requires strong leadership, deep sea-freight expertise, and the ability to manage high-volume, deadline-driven export flows while maintaining service quality and operational discipline.

Key Responsibilities

Team Leadership & Performance Management

Lead, mentor, and develop a team of export clerks/coordinators.

Allocate workload, monitor performance, and ensure adherence to SOPs.

Conduct regular coaching, training, and performance reviews.

Promote a culture of accuracy, accountability, and continuous improvement.

Export Operations Oversight

Supervise end-to-end export processes for FCL, LCL, DG, reefer, and OOG cargo.

Ensure timely preparation of shipping instructions, B/L drafts, and export documentation.

Monitor vessel schedules, cut-off times, and equipment availability.

Oversee coordination with trucking partners, warehouses, and depots for timely gate-in.

Customer Service & Escalation Management

Act as the senior operational contact for key customers and complex cases.

Provide proactive communication on booking status, delays, and operational risks.

Support customer onboarding and implementation of new export flows.

Ensure service levels meet or exceed customer expectations.

Documentation & Compliance

Ensure accuracy of export documentation (HBL/MBL, invoices, packing lists, certificates).

Oversee compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and export regulations.

Coordinate with customs brokers for export declarations and regulatory requirements.

Maintain audit-ready documentation and support internal/external audits.

Carrier & Vendor Coordination

Liaise with ocean carriers, NVOCCs, terminals, and trucking companies to resolve escalated issues.

Monitor carrier performance, space allocation, and equipment availability.

Support procurement teams with vendor performance feedback.

Ensure service providers meet operational and compliance standards.

Issue Resolution & Risk Management

Manage escalations related to documentation discrepancies, equipment shortages, or port delays.

Develop contingency plans for operational disruptions (weather, strikes, congestion).



Support claims handling for damaged, lost, or delayed cargo.
Identify process gaps and implement corrective actions.

Billing & Cost Control

Validate vendor invoices and ensure cost accuracy.
Oversee customer billing for export charges and ancillary fees.
Monitor shipment profitability and cost-to-serve metrics.
Resolve billing discrepancies in coordination with finance teams.

Reporting & KPI Management

Track and report key operational metrics (on-time gate-in, data accuracy, productivity).
Prepare performance dashboards for management and key customers.
Ensure accurate data entry in TMS/ERP systems.
Support continuous improvement and digitalization initiatives.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of sea-freight export processes (FCL, LCL, DG, reefer, OOG).
Knowledge of export documentation, customs procedures, and global trade flows.
Experience with TMS/ERP systems, carrier portals, and terminal platforms.
Ability to interpret B/Ls, manifests, commercial documents, and export declarations.
Familiarity with port operations, container gate-in procedures, and carrier cut-offs.

Soft Skills

Strong leadership and team-management abilities.
Excellent communication and customer-handling skills.
Analytical, structured, and solution-oriented mindset.
Ability to manage multiple priorities under pressure.
High attention to detail and commitment to accuracy.

🏠 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
4–7 years of experience in sea-freight export operations, including supervisory responsibilities.
Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
Knowledge of DG, reefer, or OOG cargo handling is an advantage.

⚓ Working Conditions

Office-based with coordination across global time zones.
Fast-paced environment with strict carrier and port deadlines.
Frequent communication with carriers, terminals, and customers.
Occasional visits to depots, warehouses, or customer sites.

💡 Key Performance Indicators (KPIs)

On-time gate-in and vessel loading
Team productivity and accuracy
Customer satisfaction and escalation resolution
Reduction of operational exceptions
Billing accuracy and cost control
Data integrity in TMS/ERP systems
Vendor performance and reliability
Compliance and audit readiness



2.52. Sea Freight Export Manager

Operational Leadership • Export Compliance • Customer Excellence • Team Performance

Position Overview

The Sea Freight Export Manager oversees the full export operations function, ensuring that all outbound ocean shipments are executed accurately, on time, and in full compliance with regulatory and carrier requirements. This role leads the export team, manages escalations, drives continuous improvement, and collaborates closely with carriers, terminals, customs brokers, and internal stakeholders. The manager ensures service quality, operational efficiency, and profitability across the export department. This position requires strong leadership, deep sea-freight expertise, and the ability to manage high-volume, deadline-driven export flows with strategic oversight.

Key Responsibilities

Leadership & Team Management

Lead, mentor, and develop the export operations team (clerks, coordinators, supervisors).

Define team goals, KPIs, and performance expectations.

Conduct coaching, training, and performance evaluations.

Foster a culture of accountability, accuracy, and continuous improvement.

Operational Management

Oversee end-to-end export processes for FCL, LCL, DG, reefer, and OOG cargo.

Ensure timely preparation of shipping instructions, B/L drafts, and export documentation.

Monitor vessel schedules, cut-off times, and equipment availability.

Ensure efficient coordination with trucking partners, warehouses, and depots.

Implement and enforce SOPs, workflows, and operational standards.

Customer Relationship Management

Act as the senior operational contact for key accounts and escalated issues.

Ensure service levels meet contractual and customer expectations.

Support customer onboarding and implementation of new export flows.

Provide proactive communication on delays, risks, and operational challenges.

Documentation & Compliance

Ensure accuracy of export documentation (HBL/MBL, invoices, packing lists, certificates).

Oversee compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and export regulations.

Coordinate with customs brokers for export declarations and regulatory requirements.

Maintain audit-ready documentation and support internal/external audits.

Carrier, Terminal & Vendor Coordination

Manage relationships with ocean carriers, NVOCCs, terminals, and trucking companies.

Resolve escalated issues related to bookings, equipment, or port operations.

Monitor carrier performance, space allocation, and service reliability.

Provide feedback to procurement and leadership on vendor performance.

Financial Management & Cost Control

Oversee billing accuracy for export charges and ancillary fees.



Validate vendor invoices and ensure cost accuracy.
Monitor shipment profitability and cost-to-serve metrics.
Implement strategies to reduce operational exceptions and avoid unnecessary costs.

Risk Management & Problem Resolution

Identify operational risks and implement mitigation strategies.
Manage escalations related to documentation discrepancies, equipment shortages, or port delays.
Support claims handling for damaged, lost, or delayed cargo.
Develop contingency plans for disruptions such as weather events, strikes, or congestion.

Reporting & Continuous Improvement

Track and report KPIs (on-time gate-in, data accuracy, productivity, customer performance).
Prepare operational dashboards for senior management and key customers.
Lead process-improvement and digitalization initiatives.
Drive efficiency through automation, workflow optimization, and system enhancements.

Required Skills & Competencies

Technical Skills

Deep understanding of sea-freight export operations (FCL, LCL, DG, reefer, OOG).
Strong knowledge of export documentation, customs procedures, and global trade flows.
Experience with TMS/ERP systems, carrier portals, and terminal platforms.
Ability to interpret B/Ls, manifests, commercial documents, and export declarations.
Familiarity with port operations, container gate-in procedures, and carrier cut-offs.

Soft Skills

Strong leadership and team-development capabilities.
Excellent communication and customer-handling skills.
Analytical, structured, and solution-oriented mindset.
Ability to manage multiple priorities under pressure.
High attention to detail and commitment to accuracy.

Qualifications & Experience

Degree in logistics, supply chain, international trade, or related field.
5–10 years of experience in sea-freight export operations, including supervisory or managerial roles.
Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
Knowledge of DG, reefer, or OOG cargo handling is an advantage.

Working Conditions

Office-based with coordination across global time zones.
Fast-paced environment with strict carrier and port deadlines.
Frequent communication with carriers, terminals, and customers.
Occasional travel to depots, warehouses, or customer sites.

Key Performance Indicators (KPIs)

On-time gate-in and vessel loading
Team productivity and accuracy



Customer satisfaction and escalation resolution
Reduction of operational exceptions
Billing accuracy and cost control
Data integrity in TMS/ERP systems
Vendor performance and reliability
Compliance and audit readiness



2.53. Sea Freight Analyst

Data Analysis • Market Intelligence • Pricing Support • Performance Optimization

Position Overview

The Sea Freight Analyst is responsible for collecting, analyzing, and interpreting data related to ocean-freight operations, pricing, procurement, and market trends. This role provides actionable insights that support strategic decisions, improve profitability, and enhance service performance. Working closely with procurement, pricing, operations, and management teams, the analyst ensures that the sea-freight product remains competitive, efficient, and aligned with market dynamics.

This position requires strong analytical skills, commercial awareness, and the ability to translate complex data into clear, practical recommendations.

Key Responsibilities

Data Analysis & Reporting

Analyze shipment data, cost structures, carrier performance, and trade-lane profitability.

Develop dashboards and reports for management, procurement, and operations teams.

Track KPIs such as on-time performance, D&D exposure, allocation utilization, and margin trends.

Identify inefficiencies and propose data-driven improvement actions.

Market Intelligence

Monitor global ocean-freight market trends, rate movements, GRIs, capacity changes, and port conditions.

Track competitor pricing and service offerings.

Provide regular market updates to sales, procurement, and leadership teams.

Support strategic planning with forward-looking market insights.

Pricing & Tender Support

Support pricing teams with cost analysis, rate benchmarking, and margin modeling.

Prepare data inputs for RFQs, tenders, and key account proposals.

Evaluate carrier rate sheets, surcharges, and free-time structures.

Ensure pricing decisions are aligned with profitability targets and market conditions.

Procurement & Carrier Performance Analysis

Analyze carrier performance (schedule reliability, equipment availability, service quality).

Support procurement teams with data for carrier negotiations and allocation planning.

Evaluate trade-lane performance and recommend optimal carrier mixes.

Track contract compliance and identify opportunities for cost optimization.

Operational Performance & Process Improvement

Identify bottlenecks in sea-freight operations using data insights.

Support continuous improvement initiatives to enhance efficiency and reduce costs.

Analyze D&D exposure and propose mitigation strategies.

Collaborate with operations teams to improve milestone accuracy and data quality.

Systems, Tools & Digitalization

Maintain and enhance BI dashboards, TMS reports, and analytics tools.

Support digital transformation initiatives such as automated reporting and predictive analytics.

Ensure data integrity across systems and support master-data governance.



Train internal teams on data tools and reporting best practices.

Required Skills & Competencies

Technical Skills

Strong analytical skills with experience in data analysis, BI tools, and reporting.
Knowledge of sea-freight operations, pricing structures, and carrier networks.
Proficiency with Excel, Power BI/Tableau, and TMS/ERP systems.
Ability to interpret rate sheets, cost models, and operational KPIs.
Understanding of global trade flows, INCOTERMS, and ocean-freight terminology.

Soft Skills

Strong communication and presentation abilities.
Commercial mindset with attention to detail.
Problem-solving, structured thinking, and curiosity.
Ability to work cross-functionally and manage multiple priorities.
Proactive, analytical, and improvement-oriented.

Qualifications & Experience

Degree in logistics, supply chain, business analytics, economics, or related field.
2–5 years of experience in sea-freight, logistics analytics, pricing, or procurement.
Experience in freight forwarding, NVOCC operations, or carrier commercial teams is an advantage.
Familiarity with BI tools and data visualization platforms is highly valued.

Working Conditions

Office-based with cross-functional collaboration across global time zones.
Fast-paced environment with frequent deadlines and data requests.
Regular interaction with procurement, pricing, sales, and operations teams.
Occasional travel for meetings, workshops, or training.

Key Performance Indicators (KPIs)

Accuracy and relevance of reports and dashboards
Quality of market intelligence and strategic insights
Pricing competitiveness and margin improvement
Carrier performance analysis and procurement support
Data integrity and reporting timeliness
Contribution to process optimization and cost savings
Stakeholder satisfaction and cross-functional collaboration



2.54. Sea Freight Planner

Capacity Planning • Routing Optimization • Carrier Coordination • Operational Control

Position Overview

The Sea Freight Planner is responsible for planning, scheduling, and coordinating ocean-freight shipments to ensure efficient cargo flow, optimal routing, and on-time performance. This role works closely with carriers, terminals, trucking partners, and internal teams to secure capacity, manage equipment, and maintain accurate shipment milestones. The planner ensures that operational decisions support service reliability, cost efficiency, and customer expectations.

This position requires strong analytical skills, operational awareness, and the ability to manage multiple shipments and deadlines simultaneously.

Key Responsibilities

Planning & Scheduling

Plan and coordinate FCL and LCL shipments based on customer requirements and carrier schedules.

Select optimal routings considering transit time, cost, equipment availability, and service reliability.

Monitor vessel schedules, cut-off times, and port operations to ensure timely execution.

Maintain accurate planning data in TMS/ERP systems.

Carrier & Vendor Coordination

Liaise with ocean carriers, NVOCCs, and co-loaders to secure bookings and space allocations.

Confirm equipment availability (containers, special equipment) and manage equipment flows.

Coordinate with trucking companies, depots, and terminals for timely pick-up and gate-in.

Resolve issues related to space constraints, rollovers, or equipment shortages.

Operational Execution

Track shipment milestones from booking to vessel departure.

Ensure timely submission of shipping instructions, VGM, and required documentation.

Coordinate with warehouses and cross-dock facilities for loading and consolidation.

Escalate operational risks such as delays, congestion, or carrier changes.

Customer Service & Communication

Provide customers with routing options, transit times, and planning updates.

Communicate proactively about schedule changes, delays, or operational constraints.

Support special cargo requirements (DG, reefer, OOG) with planning feasibility checks.

Build trust through reliable, solution-oriented communication.

Cost Control & Optimization

Evaluate routing options to balance cost and service performance.

Support procurement and pricing teams with cost-based planning insights.

Monitor demurrage/detention exposure and take preventive action.

Identify opportunities to optimize container utilization and reduce empty moves.

Documentation & Compliance



Ensure compliance with carrier requirements, INCOTERMS, SOLAS VGM, and DG regulations.

Validate accuracy of planning-related documentation (B/L instructions, manifests, load lists).

Coordinate with customs brokers for export clearance when required.

Maintain audit-ready records and support compliance checks.

Performance Monitoring & Reporting

Track KPIs such as on-time gate-in, vessel loading performance, and planning accuracy.

Prepare planning reports and dashboards for management and operations teams.

Support continuous improvement initiatives to enhance planning efficiency.

Contribute to digitalization projects such as automated planning tools and EDI workflows.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).

Knowledge of carrier schedules, port operations, and global trade lanes.

Experience with TMS/ERP systems, carrier portals, and planning tools.

Ability to interpret B/Ls, manifests, commercial documents, and routing data.

Familiarity with container equipment types and handling requirements.

Soft Skills

Excellent coordination and communication abilities.

Strong analytical and problem-solving mindset.

Ability to manage multiple priorities under pressure.

Customer-centric, proactive, and detail-focused.

Calm and structured in fast-moving operational environments.

🎓 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or maritime operations.

2–5 years of experience in sea-freight planning, operations, or freight forwarding.

Experience with carrier scheduling, equipment management, or multimodal planning is an advantage.

Knowledge of DG, reefer, or OOG cargo handling is beneficial.

⚓ Working Conditions

Office-based with coordination across global time zones.

Fast-paced environment with strict carrier and port deadlines.

Frequent communication with carriers, terminals, and customers.

Occasional visits to depots, warehouses, or port facilities.

💡 Key Performance Indicators (KPIs)

On-time gate-in and vessel loading

Planning accuracy and milestone reliability

Customer satisfaction and responsiveness

Reduction of rollovers and planning exceptions

Cost optimization and equipment utilization

Data accuracy in TMS/ERP systems

Vendor performance and reliability



2.55. Sea Freight Operator

Shipment Execution • Carrier Coordination • Documentation • Customer Support

Position Overview

The Sea Freight Operator is responsible for managing the end-to-end execution of ocean-freight shipments, ensuring accuracy, compliance, and timely movement of cargo. This role coordinates with carriers, customers, customs brokers, trucking partners, and internal teams to maintain smooth operational flows for both FCL and LCL shipments. The operator ensures that all documentation, milestones, and communications are handled with precision.

This position requires strong organizational skills, attention to detail, and the ability to manage multiple shipments in a fast-paced environment.

Key Responsibilities

Shipment Coordination & Execution

Manage FCL and LCL shipments from booking to final delivery.

Coordinate with carriers, NVOCCs, co-loaders, trucking companies, and warehouses.

Track vessel schedules, ETDs/ETAs, and milestone updates.

Ensure timely release of documents, delivery orders, and cargo availability.

Documentation & Compliance

Prepare and validate shipping instructions, B/L drafts, commercial documents, and customs paperwork.

Ensure compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and local regulations.

Coordinate with customs brokers for import/export clearance.

Maintain accurate documentation for audits and regulatory checks.

Customer Service & Communication

Serve as the primary operational contact for assigned customers.

Provide proactive updates on shipment status, delays, and exceptions.

Support customers with special cargo requirements (DG, reefer, OOG).

Build trust through clear, timely, and solution-oriented communication.

Carrier & Vendor Coordination

Liaise with ocean carriers, terminals, depots, and trucking partners.

Confirm equipment availability, cut-off times, and operational requirements.

Monitor vendor performance and escalate issues when needed.

Support procurement and pricing teams with operational insights.

Issue Resolution and Escalation

Identify and resolve shipment delays, documentation discrepancies, or carrier issues.

Coordinate contingency plans such as rebooking, rerouting, or alternative transport modes.

Escalate critical risks to supervisors or managers.

Support claims handling cargo damage, loss, or service failures.

Data Management & Reporting

Maintain accurate shipment data in TMS/ERP systems.

Ensure milestone accuracy and timely data updates.

Prepare operational reports and KPI summaries when required.

Support digitalization initiatives such as automated tracking and EDI workflows.

Billing & Cost Control



Validate vendor invoices (carriers, terminals, truckers) and ensure cost accuracy.
Prepare customer billing for freight charges and ancillary fees.
Resolve billing discrepancies in coordination with finance teams.
Monitor cost exposure and support shipment profitability.

Required Skills & Competencies

Technical Skills

Strong understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).
Knowledge of INCOTERMS, customs procedures, and global trade flows.
Experience with TMS/ERP systems and carrier portals.
Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
Familiarity with port/terminal operations and container release processes.

Soft Skills

Excellent communication and customer-handling abilities.
Strong organizational and multitasking skills.
Analytical, proactive, and solution-oriented mindset.
Ability to work under pressure and meet strict deadlines.
Team-oriented, adaptable, and detail-focused.

Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
2–5 years of experience in sea-freight operations or freight forwarding.
Experience with DG, reefer, or OOG cargo handling is an advantage.
Knowledge of customs clearance processes is beneficial.

Working Conditions

Office-based with coordination across global time zones.
Fast-paced environment with strict operational deadlines.
Frequent communication with carriers, terminals, and customers.
Occasional visits to depots, warehouses, or port facilities.

Key Performance Indicators (KPIs)

On-time shipment execution and milestone accuracy
Customer satisfaction and responsiveness
Data accuracy in TMS/ERP systems
Reduction of delays, exceptions, and rollovers
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness



2.56. Sea Freight Agent

Customer Coordination • Shipment Execution • Documentation • Carrier Liaison

Position Overview

The Sea Freight Agent is responsible for coordinating and executing day-to-day ocean-freight shipments, ensuring accuracy, compliance, and timely cargo movement. This role serves as a key point of contact for customers, carriers, customs brokers, and internal teams. The agent manages bookings, documentation, milestone tracking, and issue resolution for both import and export flows, depending on organizational structure.

This position requires strong communication skills, operational awareness, and the ability to manage multiple shipments in a fast-paced environment.

Key Responsibilities

Shipment Coordination

Manage FCL and LCL shipments from booking to final delivery.

Coordinate with carriers, NVOCCs, trucking companies, warehouses, and customs brokers.

Track vessel schedules, ETDs/ETAs, and milestone updates.

Ensure timely release of documents, delivery orders, and cargo availability.

Customer Service & Communication

Act as the primary operational contact for assigned customers.

Provide proactive updates on shipment status, delays, and exceptions.

Support customers with special cargo requirements (DG, reefer, OOG).

Build strong relationships through clear, timely, and solution-oriented communication.

Documentation & Compliance

Prepare and validate shipping instructions, B/L drafts, commercial documents, and customs paperwork.

Ensure compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and local regulations.

Coordinate with customs brokers for import/export clearance.

Maintain accurate documentation for audits and regulatory checks.

Carrier & Vendor Coordination

Liaise with ocean carriers, terminals, depots, and trucking partners.

Confirm equipment availability, cut-off times, and operational requirements.

Monitor vendor performance and escalate issues when needed.

Support procurement and pricing teams with operational insights.

Issue Resolution and Escalation

Identify and resolve shipment delays, documentation discrepancies, or carrier issues.

Coordinate contingency plans such as rebooking, rerouting, or alternative transport modes.

Escalate critical risks to supervisors or managers.

Support claims handling cargo damage, loss, or service failures.

Data Management & Reporting

Maintain accurate shipment data in TMS/ERP systems.

Ensure milestone accuracy and timely data updates.

Prepare operational reports and KPI summaries when required.

Support digitalization initiatives such as automated tracking and EDI workflows.



Billing & Cost Control

Validate vendor invoices (carriers, terminals, truckers) and ensure cost accuracy.
Prepare customer billing for freight charges and ancillary fees.
Resolve billing discrepancies in coordination with finance teams.
Monitor cost exposure and support shipment profitability.

🔗 Required Skills & Competencies

Technical Skills

Solid understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).
Knowledge of INCOTERMS, customs procedures, and global trade flows.
Experience with TMS/ERP systems and carrier portals.
Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
Familiarity with port/terminal operations and container release processes.

Soft Skills

Excellent communication and customer-handling abilities.
Strong organizational and multitasking skills.
Analytical, proactive, and solution-oriented mindset.
Ability to work under pressure and meet strict deadlines.
Team-oriented, adaptable, and detail-focused.

🏠 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
1–4 years of experience in sea-freight operations or freight forwarding.
Experience with DG, reefer, or OOG cargo handling is an advantage.
Knowledge of customs clearance processes is beneficial.

⚓ Working Conditions

Office-based with coordination across global time zones.
Fast-paced environment with strict operational deadlines.
Frequent communication with carriers, terminals, and customers.
Occasional visits to depots, warehouses, or port facilities.

💡 Key Performance Indicators (KPIs)

On-time shipment execution and milestone accuracy
Customer satisfaction and responsiveness
Data accuracy in TMS/ERP systems
Reduction of delays, exceptions, and rollovers
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness



2.57. Sea Freight Manager

Operational Leadership • Product Strategy • Carrier Management • Customer Excellence

Position Overview

The Sea Freight Manager is responsible for leading and developing the company's ocean-freight operations and product offering. This role oversees import and export teams, manages carrier relationships, ensures compliance, drives profitability, and delivers high quality customer experience. Acting as the strategic owner of the sea-freight product, the manager aligns operational execution with commercial objectives and market conditions.

This position requires strong leadership, deep industry knowledge, and the ability to balance operational discipline with strategic growth.

Key Responsibilities

Leadership & Team Management

Lead, mentor, and develop sea-freight teams across import, export, and planning functions.

Define team goals, KPIs, and performance expectations.

Conduct coaching, training, and performance evaluations.

Foster a culture of accountability, collaboration, and continuous improvement.

Operational Management

Oversee end-to-end sea-freight operations (FCL, LCL, DG, reefer, OOG).

Ensure timely and accurate execution of bookings, documentation, customs coordination, and milestone updates.

Implement and enforce SOPs, workflows, and quality standards.

Monitor operational performance and resolve escalated issues.

Carrier & Vendor Management

Manage relationships with ocean carriers, NVOCCs, co-loaders, terminals, and trucking partners.

Negotiate rates, free-time agreements, service levels, and allocation commitments.

Monitor carrier performance and ensure alignment with service expectations.

Support procurement strategy and long-term carrier partnerships.

Customer Relationship Management

Act as the senior operational contact for key accounts and strategic customers.

Ensure service levels meet contractual and customer expectations.

Support customer onboarding, solution design, and continuous improvement initiatives.

Provide proactive communication on delays, risks, and operational challenges.

Financial Management & Profitability

Oversee cost control, billing accuracy, and shipment profitability.

Validate vendor invoices and ensure cost accuracy.

Monitor demurrage/detention exposure and implement cost-avoidance strategies.

Support pricing teams with cost-based insights and margin analysis.

Compliance & Risk Management

Ensure compliance with customs regulations, INCOTERMS, SOLAS VGM, IMDG, and local laws.

Maintain audit-ready documentation and support internal/external audits.



Identify operational risks and implement mitigation strategies.

Support claims handling for damaged, lost, or delayed cargo.

Strategic Planning & Product Development

Monitor market trends, carrier capacity, and rate developments.

Support development of new trade lanes, service offerings, and value-added solutions.

Collaborate with sales, procurement, and finance to align product strategy with business goals.

Lead digitalization and process-optimization initiatives.

Reporting & Performance Management

Track and report KPIs (on-time performance, D&D exposure, productivity, profitability).

Prepare operational dashboards for senior leadership.

Drive continuous improvement through data-driven insights.

Ensure data integrity across TMS/ERP systems.

🔗 Required Skills & Competencies

Technical Skills

Deep understanding of sea-freight operations and global trade flows.

Strong knowledge of carrier networks, pricing structures, and procurement models.

Experience with TMS/ERP systems, carrier portals, and BI tools.

Ability to interpret B/Ls, manifests, commercial documents, and customs entries.

Familiarity with DG, reefer, and OOG cargo handling.

Soft Skills

Strong leadership and team-development capabilities.

Excellent communication and customer-handling skills.

Analytical, strategic, and solution-oriented mindset.

Ability to manage multiple priorities under pressure.

High attention to detail and commitment to quality.

🎓 Qualifications & Experience

Degree in logistics, supply chain, maritime operations, or international trade.

5–10 years of experience in sea-freight operations, including managerial responsibilities.

Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.

Knowledge of DG, reefer, or OOG cargo handling is an advantage.

🚢 Working Conditions

Office-based with coordination across global time zones.

Fast-paced environment with high operational and commercial responsibility.

Frequent communication with carriers, terminals, and customers.

Occasional travel to depots, ports, or customer sites.

💡 Key Performance Indicators (KPIs)

Operational efficiency and on-time performance

Team productivity and accuracy

Customer satisfaction and retention

Profitability and cost control

Carrier performance and allocation utilization

Reduction of D&D exposure and operational exceptions

Compliance and audit readiness



Data integrity and reporting quality

2.58. Sea Freight Team Leader

Team Coordination • Operational Control • Customer Excellence • Process Compliance

Position Overview

The Sea Freight Team Leader oversees the daily activities of a sea-freight operations team, ensuring that import, export, or combined flows are executed accurately, efficiently, and in full compliance with regulatory and carrier requirements. This role supports the Sea Freight Manager by supervising staff, resolving escalations, optimizing workflows, and maintaining high service standards.

It's a hybrid role: part operational expert, part coach, part problem-solver - ideal for organizations that need strong day-to-day leadership on the ground.

Key Responsibilities

Team Leadership & Coordination

Supervise and support a team of sea-freight operators, clerks, or agents.
Allocate workload, monitor task completion, and ensure adherence to SOPs.
Provide on-the-job coaching, guidance, and skills development.
Conduct daily briefings to align priorities, deadlines, and operational risks.

Operational Oversight

Oversee end-to-end execution of FCL, LCL, DG, reefer, and OOG shipments.
Ensure timely processing of bookings, documentation, customs coordination, and milestone updates.
Monitor vessel schedules, cut-off times, and equipment availability.
Support the team in resolving operational issues and exceptions.

Customer Service & Escalation Handling

Act as the senior operational contact for assigned customers.
Manage escalations related to delays, documentation discrepancies, or service failures.
Ensure proactive communication and high-quality customer experience.
Support onboarding of new customers and implementation of new workflows.

Carrier & Vendor Coordination

Liaise with ocean carriers, terminals, depots, and trucking partners.
Resolve escalated issues related to bookings, equipment, or port operations.
Monitor vendor performance and provide feedback to management.
Ensure service providers meet operational and compliance standards.

Documentation & Compliance

Ensure accuracy and completeness of operational documentation (B/Ls, invoices, packing lists, customs forms).
Oversee compliance with INCOTERMS, SOLAS VGM, IMDG, and local customs regulations.
Maintain audit-ready records and support internal/external audits.
Promote adherence to internal quality and compliance procedures.

Performance Monitoring & Reporting

Track team KPIs such as on-time performance, data accuracy, and exception rates.
Prepare operational reports for the Sea Freight Manager.
Identify process gaps and propose improvement actions.



Support digitalization and automation initiatives.

Billing & Cost Control

Validate vendor invoices and ensure cost accuracy.

Support customer billing for freight charges and ancillary fees.

Monitor demurrage/detention exposure and take preventive action.

Contribute to shipment profitability through operational discipline.

Required Skills & Competencies

Technical Skills

Strong understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).

Knowledge of customs procedures, carrier networks, and global trade flows.

Experience with TMS/ERP systems, carrier portals, and terminal platforms.

Ability to interpret B/Ls, manifests, commercial documents, and customs entries.

Familiarity with port operations and container handling processes.

Soft Skills

Strong leadership and team-coordination abilities.

Excellent communication and customer-handling skills.

Analytical, structured, and solution-oriented mindset.

Ability to manage multiple priorities under pressure.

High attention to detail and commitment to accuracy.

Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.

3–6 years of experience in sea-freight operations, with some leadership or mentoring exposure.

Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.

Knowledge of DG, reefer, or OOG cargo handling is an advantage.

Working Conditions

Office-based with coordination across global time zones.

Fast-paced environment with strict operational deadlines.

Frequent communication with carriers, terminals, and customers.

Occasional visits to depots, warehouses, or port facilities.

Key Performance Indicators (KPIs)

Team productivity and accuracy

On-time shipment execution and milestone reliability

Customer satisfaction and escalation resolution

Reduction of operational exceptions and D&D exposure

Billing accuracy and cost control

Data integrity in TMS/ERP systems

Vendor performance and reliability

Compliance and audit readiness



2.59. Freight Forwarder

Multimodal Coordination • Customer Service • Documentation • End-to-End Logistics Execution

Position Overview

A Freight Forwarder is responsible for coordinating and managing the movement of goods across international and domestic supply chains. Acting as the central link between shippers, carriers, customs brokers, warehouses, and other logistics partners, the forwarder ensures that shipments are executed efficiently, compliantly, and cost-effectively. This role requires strong communication, documentation accuracy, and the ability to manage multiple shipments across various modes of transport (sea, air, road, rail).

The Freight Forwarder is the operational heartbeat of global logistics solving problems, managing timelines, and keeping cargo flowing.

Key Responsibilities

Shipment Coordination

Arrange and manage shipments via sea, air, road, and/or rail.

Select appropriate carriers, routes, and service levels based on customer needs.

Track shipments from booking to final delivery and ensure milestone accuracy.

Coordinate with warehouses, depots, and trucking partners for smooth cargo flow.

Customer Service & Communication

Serve as the primary operational contact for assigned customers.

Provide proactive updates on shipment status, delays, and exceptions.

Advise customers on transport options, transit times, and documentation requirements.

Build strong relationships through reliable, solution-oriented communication.

Documentation & Compliance

Prepare and validate transport documents (B/L, AWB, CMR, commercial invoices, packing lists).

Ensure compliance with INCOTERMS, customs regulations, SOLAS VGM, IMDG, and security rules.

Coordinate with customs brokers for import/export clearance.

Maintain audit-ready documentation and support regulatory checks.

Carrier & Vendor Coordination

Liaise with carriers, airlines, shipping lines, and trucking companies.

Confirm bookings, equipment availability, and cut-off times.

Monitor vendor performance and escalate issues when needed.

Support procurement and pricing teams with operational insights.

Issue Resolution & Problem-Solving

Identify and resolve shipment delays, documentation discrepancies, or carrier issues.

Implement contingency plans such as rebooking, rerouting, or alternative transport modes.

Support claims handling for damaged, lost, or delayed cargo.

Escalate critical risks to supervisors or managers.

Billing & Cost Control

Validate vendor invoices and ensure cost accuracy.

Prepare customer billing for freight charges and ancillary fees.



Monitor cost exposure and support shipment profitability.
Resolve billing discrepancies in coordination with finance teams.

Data Management & Reporting

Maintain accurate shipment data in TMS/ERP systems.
Ensure timely milestone updates and data integrity.
Prepare operational reports and KPI summaries when required.
Support digitalization initiatives such as automated tracking and EDI workflows.

Required Skills & Competencies

Technical Skills

Understanding of multimodal transport (sea, air, road, rail).
Knowledge of customs procedures, global trade flows, and INCOTERMS.
Experience with TMS/ERP systems and carrier portals.
Ability to interpret transport documents and commercial paperwork.
Familiarity with DG, reefer, or OOG cargo handling is an advantage.

Soft Skills

Excellent communication and customer-handling abilities.
Strong organizational and multitasking skills.
Analytical, proactive, and solution-oriented mindset.
Ability to work under pressure and meet strict deadlines.
Team-oriented, adaptable, and detail-focused.

Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
1–5 years of experience in freight forwarding or transport operations.
Experience with sea, air, or multimodal shipments is highly valued.
Knowledge of customs clearance processes is beneficial.

Key Performance Indicators (KPIs)

On-time shipment execution
Customer satisfaction and responsiveness
Data accuracy in TMS/ERP systems
Reduction of delays, exceptions, and service failures
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness



2.60. Assistant Manager – Sea Freight

Operational Support • Team Leadership • Carrier Coordination • Process Excellence

Position Overview

The Assistant Manager Sea Freight supports the Sea Freight Manager in overseeing the full ocean-freight product, including import, export, planning, and customer operations. This role provides hands-on leadership to operational teams, manages escalations, ensures compliance, and contributes to strategic improvements. The Assistant Manager acts as the second-in-command, ensuring continuity, stability, and high-quality service delivery across all sea-freight activities.

It's a hybrid role: part operational expert, part people leader, part process optimizer.

Key Responsibilities

Team Leadership & Development

Supervise and support sea-freight teams (import, export, planning, or combined).

Allocate workload, monitor performance, and ensure adherence to SOPs.

Provide coaching, training, and skills development to team members.

Support recruitment, onboarding, and performance evaluations.

Operational Oversight

Oversee day-to-day execution of FCL, LCL, DG, reefer, and OOG shipments.

Ensure timely processing of bookings, documentation, customs coordination, and milestone updates.

Monitor vessel schedules, cut-off times, and equipment availability.

Step in to handle complex or sensitive shipments when required.

Customer Service & Escalation Management

Act as a senior operational contact for key customers.

Manage escalations related to delays, documentation issues, or service failures.

Support customer onboarding and implementation of new trade lanes or workflows.

Ensure service levels meet or exceed customer expectations.

Carrier & Vendor Coordination

Liaise with ocean carriers, NVOCCs, terminals, depots, and trucking partners.

Resolve escalated issues related to bookings, equipment, or port operations.

Monitor vendor performance and provide structured feedback to management.

Support procurement and rate-negotiation activities with operational insights.

Documentation & Compliance

Ensure accuracy and completeness of operational documentation (B/Ls, invoices, packing lists, customs forms).

Oversee compliance with INCOTERMS, SOLAS VGM, IMDG, and customs regulations.

Maintain audit-ready records and support internal/external audits.

Promote adherence to internal quality and compliance standards.

Financial & Cost Control

Validate vendor invoices and ensure cost accuracy.

Support customer billing and cost allocation processes.

Monitor demurrage/detention exposure and implement preventive actions.

Contribute to shipment profitability through operational discipline and optimization.

Process Improvement & Reporting

Track KPIs such as on-time performance, data accuracy, and exception rates.



Prepare operational reports and dashboards for the Sea Freight Manager.
Identify process gaps and lead improvement initiatives.
Support digitalization and automation projects across the sea-freight product.

Deputizing Responsibilities

Act as the Sea Freight Manager's delegate during absences.
Represent the department in cross-functional meetings when required.
Support strategic planning and product development initiatives.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).
Knowledge of customs procedures, carrier networks, and global trade flows.
Experience with TMS/ERP systems, carrier portals, and BI tools.
Ability to interpret B/Ls, manifests, commercial documents, and customs entries.
Familiarity with port operations and container handling processes.

Soft Skills

Strong leadership and team-coordination abilities.
Excellent communication and customer-handling skills.
Analytical, structured, and solution-oriented mindset.
Ability to manage multiple priorities under pressure.
High attention to detail and commitment to accuracy.

🏠 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
4–8 years of experience in sea-freight operations, with supervisory or team-lead exposure.
Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
Knowledge of DG, reefer, or OOG cargo handling is an advantage.

⚓ Working Conditions

Office-based with coordination across global time zones.
Fast-paced environment with strict operational deadlines.
Frequent communication with carriers, terminals, and customers.
Occasional travel to depots, warehouses, or port facilities.

💡 Key Performance Indicators (KPIs)

Team productivity and accuracy
On-time shipment execution and milestone reliability
Customer satisfaction and escalation resolution
Reduction of operational exceptions and D&D exposure
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness
Quality of reporting and process improvements



2.61. Liner Import Clerk

Vessel Discharge Coordination • Manifest Handling • Container Release • Customer & Agent Support

Position Overview

The Liner Import Clerk is responsible for managing all administrative and operational tasks related to inbound containers handled by a shipping line or its appointed agent. This role ensures accurate manifest processing, timely cargo release, compliance with customs and port regulations, and smooth communication with consignees, freight forwarders, terminals, and internal departments.

It's a detail-driven, compliance-heavy role that keeps the carrier's import cycle running smoothly from vessel arrival to container pick-up.

Key Responsibilities

Manifest & Documentation Handling

Process and validate import manifests in accordance with customs and port authority requirements.

Ensure timely submission of manifests, amendments, and corrections.

Verify B/L details, container numbers, weights, and cargo descriptions.

Prepare arrival notices and distribute them to consignees and forwarders.

Vessel Arrival & Discharge Coordination

Liaise with terminals regarding vessel ETA, discharge lists, and operational updates.

Monitor vessel discharge progress and ensure accurate container status updates.

Coordinate with port authorities and terminal operators for compliance and documentation.

Resolve discrepancies between discharge lists, manifests, and terminal data.

Container Release & Delivery Coordination

Issue delivery orders and release instructions to terminals and depots.

Ensure all freight charges, demurrage, and documentation fees are settled prior to release.

Monitor free-time, demurrage, and detention exposure and communicate proactively with customers.

Coordinate with trucking companies and depots for container pick-up and returns.

Customer Service & Communication

Serve as the primary contact for consignees, freight forwarders, and customs brokers.

Provide updates on cargo availability, holds, and documentation requirements.

Resolve customer inquiries related to B/Ls, charges, container status, and release procedures.

Maintain professional, timely, and solution-oriented communication.

Customs & Regulatory Compliance

Ensure all import documentation complies with customs, port, and security regulations.

Coordinate with customs brokers and authorities regarding holds, inspections, or missing data.

Maintain audit-ready records and support compliance checks.

Process customs releases and update system statuses accordingly.

Billing & Cost Control

Validate and process import-related charges (freight, THC, demurrage, documentation fees).



Ensure accurate invoicing and timely payment collection.
Resolve billing discrepancies with customers and internal finance teams.
Support monitoring of cost exposure related to terminal storage and equipment detention.

Data Management & Reporting

Maintain accurate container status updates in the carrier's system.
Ensure data integrity across manifests, B/Ls, and terminal reports.
Prepare import performance reports and KPI summaries when required.
Support digitalization initiatives such as EDI improvements and automated workflows.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of liner shipping operations and port processes.
Knowledge of import documentation, manifests, and customs requirements.
Familiarity with terminal systems, port community systems, and carrier platforms.
Ability to interpret B/Ls, manifests, commercial documents, and customs entries.
Understanding of demurrage, detention, and free-time structures.

Soft Skills

Excellent communication and customer-service abilities.
Strong attention to detail and accuracy.
Ability to multitask in a fast-paced, deadline-driven environment.
Problem-solving mindset with a proactive approach.
Team-oriented, organized, and reliable.

🏠 Qualifications & Experience

Degree or vocational training in logistics, maritime studies, or international trade.
1–3 years of experience in liner shipping, port operations, or import documentation.
Experience with customs processes and port community systems is an advantage.
Knowledge of DG, reefer, or OOG cargo handling is beneficial.

⚓ Working Conditions

Office-based with frequent coordination with terminals and port authorities.
Fast-paced environment tied to vessel schedules and port operations.
Regular communication with consignees, forwarders, and customs brokers.
Occasional visits to terminals or depots depending on company structure.

💡 Key Performance Indicators (KPIs)

Manifest accuracy and timely submission
On-time cargo release and documentation turnaround
Customer satisfaction and responsiveness
Reduction of demurrage/detention exposure
Billing accuracy and cost recovery
Data integrity in carrier systems
Compliance with customs and port regulations



2.62. Ocean Freight Forwarder

Shipment Coordination • Customer Service • Documentation • Carrier Liaison

Position Overview

An Ocean Freight Forwarder is responsible for coordinating and managing international ocean-freight shipments from booking to final delivery. This role acts as the central link between shippers, carriers, customs brokers, trucking partners, and internal teams. The forwarder ensures that cargo moves efficiently, compliantly, and cost-effectively while maintaining high levels of customer satisfaction.

It's a hands-on, detail-driven role that requires strong communication, operational awareness, and the ability to manage multiple shipments simultaneously.

Key Responsibilities

Shipment Coordination

Arrange and manage FCL and LCL shipments across global trade lanes.

Select appropriate carriers, routes, and service levels based on customer needs.

Track vessel schedules, ETDs/ETAs, and milestone updates.

Coordinate with warehouses, depots, and trucking partners for smooth cargo flow.

Customer Service & Communication

Act as the primary operational contact for assigned customers.

Provide proactive updates on shipment status, delays, and exceptions.

Advise customers on routing options, transit times, and documentation requirements.

Build strong relationships through reliable, solution-oriented communication.

Documentation & Compliance

Prepare and validate shipping instructions, B/L drafts, commercial documents, and customs paperwork.

Ensure compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and local regulations.

Coordinate with customs brokers for import/export clearance.

Maintain audit-ready documentation and support regulatory checks.

Carrier & Vendor Coordination

Liaise with ocean carriers, NVOCCs, co-loaders, terminals, and trucking companies.

Confirm bookings, equipment availability, and cut-off times.

Monitor vendor performance and escalate issues when needed.

Support procurement and pricing teams with operational insights.

Issue Resolution & Problem-Solving

Identify and resolve shipment delays, documentation discrepancies, or carrier issues.

Implement contingency plans such as rebooking, rerouting, or alternative transport modes.

Support claims handling for damaged, lost, or delayed cargo.

Escalate critical risks to supervisors or managers.

Billing & Cost Control

Validate vendor invoices and ensure cost accuracy.

Prepare customer billing for freight charges and ancillary fees.

Monitor cost exposure and support shipment profitability.

Resolve billing discrepancies in coordination with finance teams.

Data Management & Reporting

Maintain accurate shipment data in TMS/ERP systems.



Ensure timely milestone updates and data integrity.
Prepare operational reports and KPI summaries when required.
Support digitalization initiatives such as automated tracking and EDI workflows.

Required Skills & Competencies

Technical Skills

Solid understanding of ocean-freight operations (FCL, LCL, DG, reefer, OOG).
Knowledge of customs procedures, global trade flows, and INCOTERMS.
Experience with TMS/ERP systems and carrier portals.
Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
Familiarity with port/terminal operations and container release processes.

Soft Skills

Excellent communication and customer-handling abilities.
Strong organizational and multitasking skills.
Analytical, proactive, and solution-oriented mindset.
Ability to work under pressure and meet strict deadlines.
Team-oriented, adaptable, and detail-focused.

Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
1–5 years of experience in ocean-freight operations or freight forwarding.
Experience with DG, reefer, or OOG cargo handling is an advantage.
Knowledge of customs clearance processes is beneficial.

Key Performance Indicators (KPIs)

On-time shipment execution
Customer satisfaction and responsiveness
Data accuracy in TMS/ERP systems
Reduction of delays, exceptions, and rollovers
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness



2.63. Assistant Freight Operations Manager

Team Leadership • Multimodal Operations • Customer Excellence • Process Optimization

Position Overview

The Assistant Freight Operations Manager supports the Freight Operations Manager in overseeing day-to-day freight activities across sea, air, road, and multimodal transport. This role supervises operational teams, manages escalations, ensures compliance, and contributes to continuous improvement initiatives. Acting as second-in-command, the Assistant Manager ensures service quality, operational efficiency, and smooth coordination across all freight functions.

It's a hybrid role combining leadership, operational expertise, and cross-functional coordination.

Key Responsibilities

Team Leadership & Development

Supervise and support freight operations teams (sea, air, road, or combined).

Allocate workload, monitor performance, and ensure adherence to SOPs.

Provide coaching, training, and skills development to team members.

Support recruitment, onboarding, and performance evaluations.

Operational Oversight

Oversee end-to-end execution of import and export shipments across all modes.

Ensure timely processing of bookings, documentation, customs coordination, and milestone updates.

Monitor carrier schedules, cut-off times, and capacity availability.

Step in to handle complex or sensitive shipments when required.

Customer Service & Escalation Management

Act as a senior operational contact for key customers.

Manage escalations related to delays, documentation issues, or service failures.

Support customer onboarding and implementation of new trade lanes or workflows.

Ensure service levels meet or exceed customer expectations.

Carrier & Vendor Coordination

Liaise with carriers, airlines, trucking companies, terminals, and depots.

Resolve escalated issues related to bookings, equipment, or port/airport operations.

Monitor vendor performance and provide structured feedback to management.

Support procurement and rate-negotiation activities with operational insights.

Documentation & Compliance

Ensure accuracy and completeness of operational documentation (B/Ls, AWBs, CMRs, invoices, customs forms).

Oversee compliance with INCOTERMS, SOLAS VGM, IMDG, IATA, ADR, and customs regulations.

Maintain audit-ready records and support internal/external audits.

Promote adherence to internal quality and compliance standards.

Financial & Cost Control

Validate vendor invoices and ensure cost accuracy.

Support customer billing and cost allocation processes.

Monitor demurrage, detention, storage, and other cost exposures.

Contribute to shipment profitability through operational discipline and optimization.



Process Improvement & Reporting

Track KPIs such as on-time performance, data accuracy, and exception rates.
Prepare operational reports and dashboards for the Freight Operations Manager.
Identify process gaps and lead improvement initiatives.
Support digitalization and automation projects across freight operations.

Deputizing Responsibilities

Act as the Freight Operations Manager's delegate during absences.
Represent the department in cross-functional meetings when required.
Support strategic planning and operational development initiatives.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of multimodal freight operations (sea, air, road, rail).
Knowledge of customs procedures, carrier networks, and global trade flows.
Experience with TMS/ERP systems, carrier portals, and BI tools.
Ability to interpret transport documents (B/L, AWB, CMR, manifests, invoices).
Familiarity with DG, reefer, and OOG cargo handling is an advantage.

Soft Skills

Strong leadership and team-coordination abilities.
Excellent communication and customer-handling skills.
Analytical, structured, and solution-oriented mindset.
Ability to manage multiple priorities under pressure.
High attention to detail and commitment to accuracy.

🏠 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
4–8 years of experience in freight operations, with supervisory or team-lead exposure.
Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
Knowledge of DG, reefer, or OOG cargo handling is beneficial.

⚓ Working Conditions

Office-based with coordination across global time zones.
Fast-paced environment with strict operational deadlines.
Frequent communication with carriers, terminals, airports, and customers.
Occasional travel to depots, warehouses, or port/airport facilities.

💡 Key Performance Indicators (KPIs)

Team productivity and accuracy
On-time shipment execution and milestone reliability
Customer satisfaction and escalation resolution
Reduction of operational exceptions and cost exposures
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness
Quality of reporting and process improvements



2.64. Freight Operations Executive

Multimodal Coordination • Customer Service • Documentation • Operational Control

Position Overview

The Freight Operations Executive is responsible for managing and coordinating day-to-day freight operations across sea, air, road, and multimodal transport. This role ensures that shipments are executed accurately, compliantly, and on time while maintaining strong communication with customers, carriers, and internal teams. The executive supports both import and export flows, handles documentation, resolves exceptions, and contributes to service quality and operational efficiency. It's a role that requires precision, ownership, and the ability to keep multiple moving parts aligned.

Key Responsibilities

Shipment Coordination

Manage end-to-end execution of import and export shipments across all transport modes.

Arrange bookings with carriers, airlines, trucking companies, and co-loaders.

Track shipment milestones, ETDs/ETAs, and ensure timely updates.

Coordinate with warehouses, depots, and terminals for smooth cargo flow.

Customer Service & Communication

Act as the primary operational contact for assigned customers.

Provide proactive updates on shipment status, delays, and exceptions.

Advise customers on routing options, transit times, and documentation requirements.

Build strong customer relationships through reliable, solution-oriented communication.

Documentation & Compliance

Prepare and validate transport documents (B/L, AWB, CMR, commercial invoices, packing lists).

Ensure compliance with INCOTERMS, SOLAS VGM, IMDG, IATA, ADR, and customs regulations.

Coordinate with customs brokers for import/export clearance.

Maintain audit-ready documentation and support compliance checks.

Carrier & Vendor Coordination

Liaise with carriers, airlines, shipping lines, trucking partners, and terminals.

Confirm bookings, equipment availability, and cut-off times.

Monitor vendor performance and escalate issues when needed.

Support procurement and pricing teams with operational insights.

Issue Resolution & Problem-Solving

Identify and resolve shipment delays, documentation discrepancies, or carrier issues.

Implement contingency plans such as rebooking, rerouting, or alternative transport modes.

Support claims handling for damaged, lost, or delayed cargo.

Escalate critical risks to supervisors or managers.

Billing & Cost Control

Validate vendor invoices and ensure cost accuracy.

Prepare customer billing for freight charges and ancillary fees.

Monitor cost exposure (demurrage, detention, storage) and take preventive action.



Support shipment profitability through operational discipline.

Data Management & Reporting

Maintain accurate shipment data in TMS/ERP systems.

Ensure timely milestone updates and data integrity.

Prepare operational reports and KPI summaries when required.

Support digitalization initiatives such as automated tracking and EDI workflows.

Required Skills & Competencies

Technical Skills

Strong understanding of multimodal freight operations (sea, air, road, rail).

Knowledge of customs procedures, global trade flows, and INCOTERMS.

Experience with TMS/ERP systems and carrier portals.

Ability to interpret transport documents and commercial paperwork.

Familiarity with DG, reefer, or OOG cargo handling is an advantage.

Soft Skills

Excellent communication and customer-handling abilities.

Strong organizational and multitasking skills.

Analytical, proactive, and solution-oriented mindset.

Ability to work under pressure and meet strict deadlines.

Team-oriented, adaptable, and detail-focused.

Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.

2–5 years of experience in freight operations or freight forwarding.

Experience with sea, air, or multimodal shipments is highly valued.

Knowledge of customs clearance processes is beneficial.

Key Performance Indicators (KPIs)

On-time shipment execution and milestone accuracy

Customer satisfaction and responsiveness

Data accuracy in TMS/ERP systems

Reduction of delays, exceptions, and service failures

Billing accuracy and cost control

Vendor performance and reliability

Compliance and audit readiness



2.65. Pricing Specialist – Sea/Ocean Freight

Rate Management • Market Intelligence • Tender Support • Profitability Optimization

Position Overview

The Pricing Specialist for Sea/Ocean Freight is responsible for developing competitive and profitable pricing solutions for FCL and LCL shipments across global trade lanes. This role analyzes carrier rates, market trends, cost structures, and customer requirements to prepare quotations, tenders, and strategic pricing proposals. Working closely with sales, procurement, and operations teams, the specialist ensures that pricing decisions align with market conditions, service capabilities, and margin targets. It's a role that requires analytical strength, commercial awareness, and the ability to balance competitiveness with profitability.

Key Responsibilities

Rate & Cost Analysis

- Analyze carrier rate sheets, surcharges, free-time structures, and contract terms.
- Benchmark rates across carriers, trade lanes, and service levels.
- Model cost structures for FCL, LCL, DG, reefer, and OOG cargo.
- Maintain accurate pricing databases and tariff structures.

Quotation & Tender Management

- Prepare customer quotations for spot requests, RFQs, and long-term tenders.
- Ensure pricing aligns with margin targets and operational feasibility.
- Collaborate with sales teams to understand customer requirements and win strategies.
- Support global and regional tender submissions with detailed pricing inputs.

Carrier & Procurement Coordination

- Work closely with procurement teams to secure competitive rates and allocations.
- Liaise with ocean carriers, NVOCCs, and co-loaders for updated pricing and service options.
- Provide feedback on carrier performance, reliability, and cost competitiveness.
- Support negotiation strategies with data-driven insights.

Market Intelligence

- Monitor global ocean-freight market trends, rate fluctuations, GRIs, and capacity changes.
- Track competitor pricing and service offerings.
- Provide regular market updates to sales, management, and operations teams.
- Identify opportunities for new trade lanes, services, or pricing strategies.

Profitability & Risk Management

- Evaluate pricing scenarios to ensure profitability and cost-to-serve alignment.
- Identify risks related to D&D exposure, equipment shortages, or volatile rate markets.
- Recommend pricing adjustments based on market conditions and carrier behavior.
- Support margin improvement initiatives across the sea-freight product.

Data Management & Reporting

- Maintain pricing tools, rate matrices, and internal tariff systems.
- Ensure data accuracy across TMS/ERP and pricing platforms.
- Prepare pricing performance reports and KPI dashboards.
- Support digitalization initiatives such as automated pricing engines and BI tools.

Required Skills & Competencies



Technical Skills

Strong understanding of sea/ocean freight operations and global trade lanes.
Knowledge of carrier pricing structures, surcharges, and procurement models.
Proficiency with Excel, pricing tools, and BI platforms (Power BI/Tableau).
Ability to interpret rate sheets, cost models, and tender requirements.
Familiarity with INCOTERMS, customs procedures, and ocean-freight terminology.

Soft Skills

Strong analytical and numerical abilities.
Excellent communication and stakeholder-management skills.
Commercial mindset with attention to detail.
Ability to work under pressure and manage tight deadlines.
Proactive, structured, and solution-oriented.

📌 Qualifications & Experience

Degree in logistics, supply chain, business, economics, or related field.
2–5 years of experience in sea-freight pricing, procurement, or commercial roles.
Experience in freight forwarding, NVOCC operations, or carrier commercial teams is highly valued.
Familiarity with tender management and BI tools is an advantage.

💡 Key Performance Indicators (KPIs)

Quote turnaround time
Win rate for spot quotes and tenders
Margin performance and profitability
Accuracy of pricing and cost modeling
Carrier rate competitiveness
Data quality in pricing systems
Stakeholder satisfaction (sales, procurement, management)



2.66. Ocean Freight Contract Specialist / Contract Manager

Carrier Contracts • Rate Governance • Allocation Management • Commercial Compliance

Position Overview

The Ocean Freight Contract Specialist (or Contract Manager) is responsible for managing, maintaining, and optimizing all contractual agreements with ocean carriers, NVOCCs, and co-loaders. This role ensures that rates, free-time terms, service commitments, and allocation agreements are accurate, competitive, and aligned with the company's commercial strategy. Acting as the central link between procurement, pricing, operations, and sales, the specialist safeguards profitability and contractual compliance across global trade lanes.

It's a highly analytical, detail-driven role that shapes the competitiveness of the entire sea-freight product.

Key Responsibilities

Contract Management & Governance

Manage FCL and LCL contracts with ocean carriers, NVOCCs, and co-loaders.
Maintain up-to-date rate sheets, surcharges, free-time agreements, and service terms.
Ensure contract data is accurately uploaded into TMS/ERP and pricing tools.
Monitor contract validity periods and coordinate renewals.

Carrier Relationship Management

Liaise with carriers to negotiate rates, free-time, allocations, and service commitments.
Support procurement teams with negotiation strategies and market intelligence.
Evaluate carrier performance and provide structured feedback.
Ensure alignment between contracted terms and actual service delivery.

Allocation & Capacity Management

Monitor allocation usage and ensure compliance with carrier commitments.
Identify risks of over- or under-utilization and propose corrective actions.
Coordinate with operations and planning teams to optimize space usage.
Support contingency planning during peak seasons or capacity shortages.

Pricing & Commercial Support

Provide contract-based cost inputs to pricing teams for RFQs, tenders, and spot quotes.
Validate that pricing decisions align with contract terms and margin targets.
Support sales teams with contract interpretation and trade-lane guidance.
Identify opportunities for new lanes, services, or cost-optimization strategies.

Market Intelligence & Analysis

Track market trends, GRIs, PSS, blank sailings, and capacity developments.
Benchmark carrier rates and service levels across trade lanes.
Provide regular market updates to procurement, pricing, and management.
Support strategic planning with data-driven insights.

Compliance & Risk Management

Ensure adherence to contractual terms, carrier rules, and regulatory requirements.
Monitor D&D exposure and ensure free-time terms are correctly applied.
Identify risks related to volatile rate markets or service disruptions.
Maintain audit-ready documentation and support internal/external audits.

Reporting & Data Integrity



Maintain accurate contract data in internal systems and pricing platforms.
Prepare reports on contract performance, allocation usage, and cost trends.
Support digitalization initiatives such as automated contract management tools.
Ensure data quality and consistency across all contract-related systems.

Required Skills & Competencies

Technical Skills

Strong understanding of ocean-freight pricing, procurement, and carrier structures.
Knowledge of global trade lanes, surcharges, free-time rules, and allocation models.
Proficiency with Excel, pricing tools, and BI platforms.
Ability to interpret rate sheets, service contracts, and commercial terms.
Familiarity with TMS/ERP systems and carrier portals.

Soft Skills

Strong analytical and numerical abilities.
Excellent communication and negotiation skills.
Commercial mindset with attention to detail.
Ability to manage multiple priorities under pressure.
Structured, proactive, and solution-oriented.

Qualifications & Experience

Degree in logistics, supply chain, business, or economics.
3–7 years of experience in ocean-freight pricing, procurement, or contract management.
Experience in freight forwarding, NVOCC operations, or carrier commercial teams is highly valued.
Familiarity with tender management and BI tools is an advantage.

Key Performance Indicators (KPIs)

Contract accuracy and data integrity
Allocation utilization and compliance
Rate competitiveness and margin performance
Quote turnaround time (contract-based pricing)
Carrier performance and service reliability
Reduction of D&D exposure
Stakeholder satisfaction (sales, procurement, operations)



2.67. Assistant Freight Operations Manager

Operational Leadership • Multimodal Execution • Customer Excellence • Process Optimization

Position Overview

The Assistant Freight Operations Manager supports the Freight Operations Manager in overseeing daily freight activities across sea, air, road, and multimodal transport. This role provides hands-on leadership to operational teams, ensures service quality, manages escalations, and drives process improvements. Acting as the operational second-in-command, the Assistant Manager ensures that freight flows are executed efficiently, compliantly, and in alignment with customer and business expectations. It's a hybrid role combining leadership, operational expertise, and cross-functional coordination.

Key Responsibilities

Team Leadership & Development

Supervise and support freight operations teams (sea, air, road, or combined).
Allocate workload, monitor performance, and ensure adherence to SOPs and KPIs.
Provide coaching, training, and skills development to team members.
Support recruitment, onboarding, and performance evaluations.

Operational Oversight

Oversee end-to-end execution of import and export shipments across all modes.
Ensure timely processing of bookings, documentation, customs coordination, and milestone updates.
Monitor carrier schedules, cut-off times, and capacity availability.
Step in to handle complex or sensitive shipments when required.

Customer Service & Escalation Management

Act as a senior operational contact for key customers.
Manage escalations related to delays, documentation issues, or service failures.
Support customer onboarding and implementation of new trade lanes or workflows.
Ensure service levels meet or exceed customer expectations.

Carrier & Vendor Coordination

Liaise with carriers, airlines, trucking companies, terminals, and depots.
Resolve escalated issues related to bookings, equipment, or port/airport operations.
Monitor vendor performance and provide structured feedback to management.
Support procurement and rate-negotiation activities with operational insights.

Documentation & Compliance

Ensure accuracy and completeness of operational documentation (B/Ls, AWBs, CMRs, invoices, customs forms).
Oversee compliance with INCOTERMS, SOLAS VGM, IMDG, IATA, ADR, and customs regulations.
Maintain audit-ready records and support internal/external audits.
Promote adherence to internal quality and compliance standards.

Financial & Cost Control

Validate vendor invoices and ensure cost accuracy.
Support customer billing and cost allocation processes.
Monitor demurrage, detention, storage, and other cost exposures.
Contribute to shipment profitability through operational discipline and optimization.



Process Improvement & Reporting

Track KPIs such as on-time performance, data accuracy, and exception rates.
Prepare operational reports and dashboards for the Freight Operations Manager.
Identify process gaps and lead improvement initiatives.
Support digitalization and automation projects across freight operations.

Deputizing Responsibilities

Act as the Freight Operations Manager's delegate during absences.
Represent the department in cross-functional meetings when required.
Support strategic planning and operational development initiatives.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of multimodal freight operations (sea, air, road, rail).
Knowledge of customs procedures, carrier networks, and global trade flows.
Experience with TMS/ERP systems, carrier portals, and BI tools.
Ability to interpret transport documents (B/L, AWB, CMR, manifests, invoices).
Familiarity with DG, reefer, and OOG cargo handling is an advantage.

Soft Skills

Strong leadership and team-coordination abilities.
Excellent communication and customer-handling skills.
Analytical, structured, and solution-oriented mindset.
Ability to manage multiple priorities under pressure.
High attention to detail and commitment to accuracy.

🏠 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
4–8 years of experience in freight operations, with supervisory or team-lead exposure.
Experience in freight forwarding, NVOCC operations, or 3PL environments is highly valued.
Knowledge of DG, reefer, or OOG cargo handling is beneficial.

💡 Key Performance Indicators (KPIs)

Team productivity and accuracy
On-time shipment execution and milestone reliability
Customer satisfaction and escalation resolution
Reduction of operational exceptions and cost exposures
Billing accuracy and cost control
Vendor performance and reliability
Compliance and audit readiness
Quality of reporting and process improvements



2.68. Sea Freight Manager Assistant

Operational Support • Coordination • Reporting • Customer & Carrier Liaison

Position Overview

The Sea Freight Manager Assistant supports the Sea Freight Manager in the daily administration, coordination, and monitoring of sea-freight operations. This role helps ensure that import and export activities run efficiently, documentation is accurate, KPIs are tracked, and communication flows smoothly between teams, customers, and carriers. It is a hybrid support role combining operational tasks, administrative duties, and process follow-up.

It's ideal for someone with solid sea-freight experience who is ready to step into a more structured, leadership-adjacent position.

Key Responsibilities

Operational Support

Assist the Sea Freight Manager in overseeing daily import and export workflows.

Support coordination of FCL, LCL, DG, reefer, and OOG shipments.

Follow up on vessel schedules, cut-off times, and operational exceptions.

Help ensure SOPs and quality standards are followed by the operations team.

Documentation & Compliance

Support verification of B/Ls, shipping instructions, commercial documents, and customs paperwork.

Ensure compliance with INCOTERMS, SOLAS VGM, IMDG, and local regulations.

Maintain organized, audit-ready documentation.

Assist with internal and external compliance checks.

Customer & Carrier Coordination

Communicate with customers regarding shipment status, delays, and documentation needs.

Liaise with carriers, NVOCCs, terminals, and trucking partners for updates and issue resolution.

Support escalation handling by gathering information and coordinating responses.

Assist with onboarding new customers or trade lanes.

Administrative & Reporting Tasks

Prepare operational reports, KPI dashboards, and performance summaries.

Maintain data accuracy in TMS/ERP systems.

Track demurrage/detention exposure and follow up with teams or customers.

Support cost-control activities and invoice validation.

Team Coordination

Assist with workload distribution and daily task follow-up.

Help organize team meetings, briefings, and training sessions.

Support new staff onboarding with documentation and process guidance.

Act as a point of contact when the Sea Freight Manager is unavailable.

Process Improvement

Identify recurring issues and propose small-scale improvements.

Support digitalization and automation initiatives.

Help maintain and update SOPs and work instructions.

Contribute to continuous improvement culture within the sea-freight team.

Required Skills & Competencies



Technical Skills

Solid understanding of sea-freight operations (FCL, LCL, DG, reefer, OOG).
Knowledge of customs procedures, carrier networks, and port processes.
Experience with TMS/ERP systems and carrier portals.
Ability to interpret B/Ls, manifests, and commercial documents.
Familiarity with D&D rules, free-time structures, and carrier surcharges.

Soft Skills

Strong communication and coordination abilities.
High attention to detail and accuracy.
Proactive, organized, and solution-oriented mindset.
Ability to manage multiple tasks in a fast-paced environment.
Team-oriented, reliable, and customer-focused.

📌 Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
2–5 years of experience in sea-freight operations or freight forwarding.
Experience supporting supervisors or managers is an advantage.
Knowledge of DG, reefer, or OOG cargo handling is beneficial.

💡 Key Performance Indicators (KPIs)

Accuracy and timeliness of reporting
Data quality in TMS/ERP systems
Reduction of operational exceptions
Customer satisfaction and responsiveness
Support effectiveness for the Sea Freight Manager
Compliance and documentation accuracy
Contribution to process improvements



2.69. Ocean Freight Export Executive

Export Coordination • Documentation • Carrier Liaison • Customer Service

Position Overview

The Ocean Freight Export Executive is responsible for managing and coordinating end-to-end export shipments via ocean freight. This role ensures that bookings, documentation, customs requirements, and carrier interactions are handled accurately and on time. Acting as a key link between customers, carriers, customs brokers, and internal teams, the executive ensures smooth cargo flow and high-quality service delivery.

It's a detail-driven, deadline-sensitive role that anchors the entire export cycle.

Key Responsibilities

Export Shipment Coordination

Manage FCL and LCL export shipments from booking to vessel departure.

Arrange bookings with carriers, NVOCCs, and co-loaders.

Monitor vessel schedules, cut-off times, and equipment availability.

Coordinate with trucking companies, depots, and warehouses for container pick-up and gate-in.

Documentation & Compliance

Prepare and validate export documentation (HBL/MBL, commercial invoice, packing list, certificates).

Issue and verify shipping instructions and B/L drafts.

Ensure compliance with INCOTERMS, SOLAS VGM, IMDG (if applicable), and export regulations.

Coordinate with customs brokers for export declarations and regulatory requirements.

Customer Service & Communication

Act as the primary operational contact for export customers.

Provide proactive updates on booking status, documentation, and vessel schedules.

Support customers with special cargo requirements (DG, reefer, OOG).

Build trust through clear, timely, and solution-oriented communication.

Carrier & Vendor Coordination

Liaise with ocean carriers, terminals, depots, and trucking partners.

Resolve issues related to bookings, equipment shortages, or port operations.

Monitor carrier performance and escalate service failures.

Support procurement and pricing teams with operational insights.

Issue Resolution & Risk Management

Identify and resolve shipment delays, documentation discrepancies, or carrier issues.

Implement contingency plans such as rebooking or rerouting.

Support claims handling for damaged or delayed cargo.

Escalate critical risks to supervisors or managers.

Billing & Cost Control

Validate vendor invoices (carriers, terminals, truckers) and ensure cost accuracy.

Prepare customer billing for export charges and ancillary fees.

Monitor cost exposure and support shipment profitability.

Resolve billing discrepancies with finance teams.

Data Management & Reporting

Maintain accurate shipment data in TMS/ERP systems.



Ensure milestone accuracy and timely updates.
Prepare operational reports and KPI summaries when required.
Support digitalization initiatives such as automated tracking and EDI workflows.

Required Skills & Competencies

Technical Skills

Strong understanding of ocean-freight export operations (FCL, LCL, DG, reefer, OOG).
Knowledge of export documentation and customs procedures.
Experience with TMS/ERP systems and carrier portals.
Ability to interpret B/Ls, manifests, commercial invoices, and packing lists.
Familiarity with port/terminal operations and container gate-in processes.

Soft Skills

Excellent communication and customer-handling abilities.
Strong organizational and multitasking skills.
Analytical, proactive, and solution-oriented mindset.
Ability to work under pressure and meet strict deadlines.
Team-oriented, adaptable, and detail-focused.

Qualifications & Experience

Degree or vocational training in logistics, supply chain, or international trade.
2–5 years of experience in ocean-freight export operations or freight forwarding.
Experience with DG, reefer, or OOG cargo handling is an advantage.
Knowledge of export controls and compliance is beneficial.

Key Performance Indicators (KPIs)

On-time gate-in and vessel loading
Documentation accuracy and compliance
Customer satisfaction and responsiveness
Reduction of operational exceptions
Billing accuracy and cost control
Data integrity in TMS/ERP systems
Vendor performance and reliability



2.70. Maritime Safety Officer

Safety Compliance • Risk Prevention • Emergency Preparedness • Operational Oversight

Position Overview

The Maritime Safety Officer is responsible for ensuring that all maritime operations - whether onboard vessels, within port facilities, or across terminal environments - comply with international, national, and company safety standards. This role conducts inspections, risk assessments, safety training, and incident investigations while promoting a strong safety culture among crew, contractors, and operational staff. It's a role requiring vigilance, technical knowledge, and the ability to influence safe behavior in dynamic, high-risk environments.

Key Responsibilities

Regulatory Compliance

Ensure compliance with IMO, SOLAS, MARPOL, ISM Code, ISPS Code, and flag-state requirements.

Maintain up-to-date knowledge of maritime safety legislation and industry best practices.

Prepare for and support external audits, port-state control inspections, and flag-state surveys.

Maintain safety documentation, permits, and statutory records.

Safety Inspections & Risk Assessments

Conduct routine inspections of vessels, port facilities, equipment, and work areas.

Identify hazards and implement corrective and preventive actions.

Perform Job Safety Analyses (JSA), risk assessments, and toolbox talks.

Monitor compliance with PPE, safe-working procedures, and operational controls.

Incident Management & Investigation

Respond to accidents, near-misses, and safety-related incidents.

Lead or support root-cause investigations and prepare detailed reports.

Recommend corrective actions and track implementation.

Communicate lessons learned to operational teams.

Emergency Preparedness

Develop and maintain emergency response plans (fire, pollution, medical, evacuation).

Conduct emergency drills onboard vessels and within port facilities.

Coordinate with port authorities, coast guard, and emergency services.

Ensure readiness of firefighting, lifesaving, and pollution-control equipment.

Training & Safety Culture

Deliver safety training to crew, stevedores, contractors, and terminal staff.

Promote a proactive safety culture through awareness campaigns and coaching.

Support onboarding of new personnel with safety briefings and inductions.

Encourage reporting of hazards and near-misses.

Operational Support

Advise vessel masters, terminal supervisors, and port managers on safety matters.

Review and approve work permits (hot work, confined space entry, working at height).

Monitor cargo operations, mooring activities, bunkering, and vessel movements for safety compliance.

Support environmental protection initiatives and pollution-prevention measures.



Documentation & Reporting

Maintain safety logs, inspection reports, and compliance records.

Prepare KPI dashboards and safety performance summaries.

Track trends in incidents, near-misses, and audit findings.

Support continuous improvement of the Safety Management System (SMS).

🔗 Required Skills & Competencies

Technical Skills

Strong knowledge of maritime regulations (IMO, SOLAS, MARPOL, ISM/ISPS).

Experience with vessel operations, port/terminal activities, and marine equipment.

Ability to conduct risk assessments, audits, and incident investigations.

Familiarity with emergency response procedures and lifesaving equipment.

Understanding of environmental protection and pollution-control measures.

Soft Skills

Strong communication and coaching abilities.

High attention to detail and situational awareness.

Analytical, structured, and solution-oriented mindset.

Ability to remain calm and decisive in emergencies.

Influential leadership style that promotes safe behavior.

🏠 Qualifications & Experience

Degree or certification in maritime studies, marine engineering, safety management, or related field.

3–7 years of experience in maritime safety, vessel operations, or port/terminal environments.

STCW certifications or NEBOSH/IOSH qualifications are strong advantages.

Experience with ISM/ISPS audits or port-state control interactions is beneficial.

💡 Key Performance Indicators (KPIs)

Reduction in incidents, near-misses, and unsafe conditions

Audit and inspection performance

Emergency drill effectiveness

Compliance with safety procedures and PPE usage

Quality and timeliness of safety reporting

Engagement in safety culture initiatives

Corrective action closure rate



2.71. Port State Control Inspector

Vessel Compliance • Safety & Environmental Enforcement • Inspection & Investigation

Position Overview

A Port State Control Inspector is responsible for inspecting foreign-flagged vessels calling at national ports to verify compliance with international maritime conventions, national legislation, and safety standards. The inspector identifies deficiencies, assesses risks, issues detention orders when necessary, and ensures corrective actions are implemented. This role is critical for safeguarding maritime safety, preventing pollution, and maintaining fair competition in global shipping. It's a role requiring deep technical knowledge, strong judgment, and the ability to enforce regulations with authority and professionalism.

Key Responsibilities

Vessel Inspections

Conduct PSC inspections in accordance with IMO conventions (SOLAS, MARPOL, STCW, MLC, Load Line).

Verify certificates, crew qualifications, safety equipment, machinery, and operational readiness.

Inspect critical areas such as navigation systems, fire safety, lifesaving appliances, cargo operations, and pollution-prevention systems.

Identify deficiencies and determine whether they pose a safety or environmental risk.

Enforcement & Detention

Assess the severity of deficiencies and decide whether a vessel should be detained.

Issue deficiency reports, detention notices, and follow-up instructions.

Ensure corrective actions are completed before the vessel is allowed to sail.

Coordinate with flag states, classification societies, and shipowners regarding compliance issues.

Documentation & Reporting

Prepare detailed inspection reports in PSC databases (e.g., THETIS, APCIS, Tokyo MOU systems).

Maintain accurate records of deficiencies, detentions, and follow-up actions.

Contribute to national and regional PSC statistics and performance monitoring.

Support audits and quality-assurance processes within the PSC regime.

Risk Assessment & Targeting

Apply risk-based targeting criteria to select vessels for inspection.

Monitor vessel history, flag performance, class society records, and previous deficiencies.

Identify high-risk ships and prioritize inspection resources accordingly.

Contribute to national risk-profiling strategies.

Interagency & International Coordination

Liaise with port authorities, coast guard, customs, immigration, and environmental agencies.

Communicate with flag states, recognized organizations (ROs), and ship operators.

Participate in regional PSC MOU activities, training, and harmonization efforts.

Support joint inspections or special campaigns (CICs).

Incident Response & Investigation



Assist in investigations involving marine casualties, pollution incidents, or safety breaches.

Collect evidence, interview crew, and document findings.

Provide expert input to enforcement actions or legal proceedings.

Support emergency response operations when required.

Training & Continuous Development

Stay current with updates to IMO conventions, codes, and circulars.

Participate in PSC training programs, workshops, and harmonization meetings.

Mentor junior inspectors and contribute to knowledge-sharing within the authority.

🔗 Required Skills & Competencies

Technical Skills

Strong knowledge of IMO conventions (SOLAS, MARPOL, STCW, MLC, Load Line).

Understanding of ship construction, machinery, navigation, and cargo operations.

Ability to conduct inspections, identify deficiencies, and assess risk.

Familiarity with PSC databases (THETIS, APCIS, Tokyo MOU systems).

Knowledge of environmental protection and pollution-prevention measures.

Soft Skills

Strong communication and enforcement presence.

High attention to detail and analytical thinking.

Ability to remain calm, objective, and authoritative in challenging situations.

Professional judgment and decision-making under pressure.

Integrity, impartiality, and commitment to safety.

🎓 Qualifications & Experience

Degree in maritime studies, marine engineering, naval architecture, or equivalent.

Seagoing experience as a deck or engineering officer is highly preferred.

Experience with classification societies, flag-state inspections, or maritime safety roles is an advantage.

Completing PSC training programs (IMO Model Courses) is beneficial.

💡 Key Performance Indicators (KPIs)

Accuracy and quality of inspection reports

Number and severity of deficiencies identified

Detention decisions aligned with PSC guidelines

Compliance with inspection timeframes and procedures

Contribution to national/regional PSC performance

Professional conduct and stakeholder feedback

Participation in training and continuous improvement



2.72. Customs Officer (Maritime Division)

Border Control • Vessel Inspection • Cargo Compliance • Maritime Enforcement

Position Overview

A Customs Officer in the Maritime Division is responsible for enforcing customs, security, and trade regulations at seaports, terminals, and coastal entry points. The officer inspects vessels, cargo, and documentation to prevent smuggling, ensure lawful trade, protect national revenue, and safeguard public safety. This role requires strong investigative skills, regulatory knowledge, and the ability to operate in dynamic port environments.

It's a high-responsibility position that sits at the intersection of law enforcement, maritime operations, and international trade.

Key Responsibilities

Vessel & Port-Side Inspections

Conduct inspections of arriving and departing vessels, including crew, cargo, and ship stores.

Verify compliance with customs, immigration, and security regulations.

Inspect high-risk vessels based on intelligence, risk profiles, or targeting systems.

Coordinate with port authorities, coast guard, and other enforcement agencies.

Cargo Examination & Trade Compliance

Inspect containers, breakbulk cargo, and bulk shipments for prohibited or undeclared goods.

Verify customs declarations, manifests, and supporting documents.

Use scanning equipment, detection tools, and physical examination techniques.

Ensure compliance with tariff classifications, valuation rules, and import/export restrictions.

Border Security & Enforcement

Detect and prevent smuggling, trafficking, and illegal trade activities.

Enforce laws related to controlled substances, weapons, counterfeit goods, and environmental protection.

Detain cargo or vessels when violations are identified.

Support investigations and intelligent operations.

Documentation & Reporting

Prepare inspection reports, seizure records, and enforcement documentation.

Maintain accurate data in customs systems and port community platforms.

Provide evidence and statements for administrative or legal proceedings.

Track trends in violations and contribute to risk-profiling efforts.

Stakeholder Coordination

Liaise with shipping lines, freight forwarders, terminal operators, and customs brokers.

Communicate requirements, hold, and release conditions clearly and professionally.

Participate in joint operations with police, coast guard, immigration, and environmental agencies.

Support port-wide security initiatives and emergency response activities.

Compliance & Regulatory Oversight

Enforce national customs laws, maritime security regulations, and international conventions.

Monitor compliance with import/export controls, sanctions, and restricted-goods lists.



Support audits, inspections, and compliance campaigns.
Promote awareness of customs requirements among port stakeholders.

Safety & Operational Readiness

Follow safety protocols during vessel boarding, cargo inspections, and port operations.
Use PPE and specialized equipment appropriately.
Participate in drills and emergency response exercises.
Maintain operational readiness for rapid deployment.

Required Skills & Competencies

Technical Skills

Knowledge of customs laws, tariff systems, and trade regulations.
Understanding of maritime operations, vessel types, and port procedures.
Ability to conduct inspections, investigations, and risk assessments.
Familiarity with detection tools, scanning systems, and customs IT platforms.
Awareness of international conventions (WCO, IMO, ISPS).

Soft Skills

Strong communication and enforcement presence.
High attention to detail and analytical thinking.
Ability to remain calm, objective, and professional in challenging situations.
Integrity, impartiality, and strong ethical standards.
Team-oriented mindset with cross-agency collaboration skills.

Qualifications & Experience

Degree or training in customs, law enforcement, maritime studies, or international trade.
Experience in customs, border control, maritime security, or port operations is an advantage.
Physical fitness suitable for vessel boarding and port-side duties.
Additional certifications (e.g., WCO training, ISPS awareness) are beneficial.

Key Performance Indicators (KPIs)

Accuracy and quality of inspections
Detection of violations and enforcement effectiveness
Compliance rates among port stakeholders
Timeliness of cargo clearance and release decisions
Quality of reporting and documentation
Contribution to risk-profiling and intelligence efforts
Professional conduct and stakeholder feedback



2.73. Border Control Agent

Immigration Control • Security Screening • Enforcement • Traveler & Cargo Verification

Position Overview

A Border Control Agent is responsible for enforcing national immigration, customs, and security regulations at ports of entry, including airports, seaports, and land borders. The agent screens travelers, examines documents, inspects cargo when required, and identifies potential risks such as illegal entry, trafficking, smuggling, or security threats. This role requires strong judgment, attention to detail, and the ability to interact professionally with diverse travelers under time-sensitive conditions.

It's a high-impact role that safeguards national security while ensuring efficient and lawful border movement.

Key Responsibilities

Traveler Screening & Immigration Control

Verify passports, visas, residence permits, and travel documents.

Conduct interviews to assess traveler intent, admissibility, and compliance with immigration laws.

Identify forged or altered documents using detection tools and visual inspection.

Enforce entry/exit requirements, visa rules, and immigration restrictions.

Security & Risk Assessment

Apply risk-profiling techniques to identify high-risk travelers or cargo.

Detect potential trafficking, smuggling, or security threats.

Respond to alerts from watchlists, intelligence systems, or security databases.

Coordinate with police, customs, and intelligence agencies when risks are identified.

Cargo & Vehicle Inspection (where applicable)

Inspect vehicles, luggage, and cargo for prohibited or undeclared items.

Use scanning equipment, detection tools, and physical examination techniques.

Enforce customs regulations, import/export restrictions, and controlled-goods rules.

Issue holds, seizures, or penalties when violations occur.

Documentation & Reporting

Prepare inspection reports, incident records, and enforcement documentation.

Maintain accurate data in border-control systems and national databases.

Provide statements or evidence for administrative or legal proceedings.

Track trends in violations and contribute to intelligence-led operations.

Public Interaction & Customer Service

Provide clear instructions to travelers regarding procedures, requirements, and restrictions.

Manage high-volume queues while maintaining professionalism and efficiency.

Assist vulnerable travelers, minors, or individuals requiring special support.

Uphold respectful, impartial, and culturally sensitive communication.

Interagency Coordination

Work closely with customs, police, immigration authorities, coast guard, and airport/port security.

Participate in joint inspections, patrols, or enforcement operations.

Support emergency response activities when required.

Compliance & Operational Readiness



Follow national laws, international agreements, and agency protocols.
Maintain readiness to respond to security incidents or operational surges.
Participate in drills, training programs, and continuous professional development.
Ensure proper use of PPE, detection tools, and communication equipment.

Required Skills & Competencies

Technical Skills

Knowledge of immigration laws, customs regulations, and security protocols.
Ability to detect forged documents and identify suspicious behavior.
Familiarity with border-control systems, biometric tools, and screening equipment.
Understanding of trafficking, smuggling, and risk-profiling indicators.
Awareness of international travel rules and visa categories.

Soft Skills

Strong communication and interpersonal abilities.
High attention to detail and situational awareness.
Calm, objective decision-making under pressure.
Integrity, impartiality, and strong ethical standards.
Ability to manage conflict and de-escalate tense situations.

Qualifications & Experience

Degree or training in law enforcement, security, immigration, or related fields.
Experience in border control, customs, police, military, or security roles is an advantage.
Physical fitness suitable for patrols, inspections, and shift-based work.
Additional certifications (document fraud detection, security screening) are beneficial.

Key Performance Indicators (KPIs)

Accuracy and quality of traveler screening
Detection of violations and enforcement effectiveness
Compliance with immigration and customs regulations
Queue management and processing efficiency
Quality of reporting and documentation
Professional conduct and stakeholder feedback
Contribution to risk-profiling and intelligence efforts



2.74. Marine Surveyor

Vessel Inspection • Cargo Assessment • Compliance Verification • Risk Evaluation

Position Overview

A Marine Surveyor is responsible for inspecting vessels, cargoes, and marine structures to ensure compliance with international regulations, industry standards, and contractual requirements. The surveyor evaluates seaworthiness, structural integrity, cargo condition, and safety systems while preparing detailed reports for shipowners, insurers, charterers, and regulatory bodies. This role requires deep technical expertise, strong analytical skills, and the ability to operate independently in dynamic maritime environments.

It's a role that blends engineering knowledge, investigative skill, and operational judgment.

Key Responsibilities

Vessel Surveys

Conduct inspections of hull, machinery, navigation systems, and safety equipment. Assess vessel seaworthiness, structural condition, and maintenance standards. Verify compliance with SOLAS, MARPOL, Load Line, ISM Code, and class rules. Perform pre-purchase, pre-entry, and condition surveys for owners and insurers.

Cargo Surveys

Inspect cargo condition, stowage, securing, and handling procedures. Conduct loading and discharge supervision for bulk, breakbulk, containerized, and project cargo. Assess damage, contamination, or loss and prepare corresponding reports. Verify compliance with IMDG Code, cargo securing manuals, and contractual requirements.

Damage & Incident Investigation

Investigate marine casualties, collisions, groundings, and cargo damage incidents. Collect evidence, interview crew, and document findings. Provide expert opinions for insurance claims, legal cases, or arbitration. Recommend corrective actions and preventive measures.

Regulatory & Compliance Verification

Ensure vessels comply with flag-state, port-state, and international regulations. Verify certificates, crew qualifications, and statutory documentation. Support audits and inspections for ISM/ISPS compliance. Liaise with classification societies and regulatory authorities.

Reporting & Documentation

Prepare detailed, accurate survey reports with findings, photos, and recommendations. Maintain records of inspections, deficiencies, and follow-up actions. Provide technical advice to clients on risks, compliance, and operational decisions. Contribute to risk-assessment and loss-prevention programs.

Client & Stakeholder Coordination

Communicate with shipowners, charterers, insurers, P&I clubs, and port authorities. Provide clear explanations of survey findings and required corrective actions. Support claims handling and dispute resolution processes. Represent clients during inspections, cargo operations, or regulatory interactions.

Required Skills & Competencies



Technical Skills

Strong knowledge of ship construction, marine engineering, and vessel operations.
Familiarity with IMO conventions (SOLAS, MARPOL, Load Line, ISM/ISPS).
Ability to conduct structural assessments, cargo inspections, and damage evaluations.
Proficiency in reading plans, stability data, and technical documentation.
Understanding of classification society rules and insurance requirements.

Soft Skills

Strong analytical and investigative abilities.
Excellent communication and report-writing skills.
High attention to detail and professional judgment.
Ability to work independently in challenging environments.
Calm, objective decision-making under pressure.

🏠 Qualifications & Experience

Degree in marine engineering, naval architecture, maritime studies, or equivalent.
Seagoing experience as a deck or engineering officer is highly preferred.
Experience with classification societies, P&I clubs, or marine surveying firms is an advantage.
Additional certifications (ISM/ISPS auditor, NDT, cargo surveying) are beneficial.

💡 Key Performance Indicators (KPIs)

Accuracy and quality of survey reports
Timeliness of inspections and documentation
Identification and classification of deficiencies
Client satisfaction and repeat business
Contribution to claims resolution and risk reduction
Compliance with regulatory and class standards
Professional conduct and stakeholder feedback



2.75. Classification Society Inspector

Vessel Compliance • Structural Integrity • Statutory Surveys • Technical Certification

Position Overview

A Classification Society Inspector is responsible for conducting surveys, audits, and inspections of ships, offshore units, and marine equipment to verify compliance with classification rules, statutory regulations, and international maritime conventions. The inspector evaluates structural integrity, machinery condition, safety systems, and operational procedures, issuing certificates and recommendations as required. This role demands deep technical expertise, strong analytical judgment, and the ability to operate independently in demanding maritime environments.

Key Responsibilities

Class & Statutory Surveys

Conduct surveys of hull, machinery, electrical systems, and safety equipment. Perform annual, intermediate, renewal, and special surveys in accordance with class rules.

Verify compliance with SOLAS, MARPOL, Load Line, ISM Code, ISPS Code, and MLC (where delegated).

Assess structural condition, corrosion levels, and maintenance standards.

Certification & Compliance

Issue class certificates, statutory certificates, and survey reports.

Identify deficiencies and recommend corrective actions.

Ensure timely closure of conditions of class (CoC) and non-conformities.

Liaise with flag states and port-state authorities regarding compliance matters.

Newbuilding & Conversion Projects

Inspect shipyard construction processes, materials, and welding quality.

Verify compliance with approved plans, drawings, and technical specifications.

Conduct commissioning tests for machinery, safety systems, and onboard equipment.

Participate in sea trials and performance evaluations.

Damage & Incident Assessment

Investigate structural damage, machinery failures, collisions, and groundings.

Provide technical assessments for repairs, reinstatement of class, or insurance claims.

Review repair plans and supervise repair work at shipyards or dry docks.

Prepare detailed incident and damage reports.

Technical Advisory & Client Support

Provide guidance to shipowners, managers, and shipyards on class requirements.

Support clients with regulatory interpretations and compliance strategies.

Participate in technical meetings, audits, and project reviews.

Promote safety, quality, and continuous improvement in maritime operations.

Documentation & Reporting

Prepare accurate survey reports, certificates, and technical documentation.

Maintain digital records in classification society systems.

Track survey due dates, certificate validity, and outstanding conditions.

Contribute to internal quality-assurance and harmonization initiatives.

Required Skills & Competencies

Technical Skills



Strong knowledge of ship construction, naval architecture, and marine engineering.
Familiarity with classification rules (DNV, LR, ABS, BV, etc.).
Understanding of IMO conventions and statutory requirements.
Ability to interpret technical drawings, stability data, and engineering documents.
Experience with NDT methods, corrosion assessment, and structural evaluation.

Soft Skills

Strong analytical and problem-solving abilities.
Excellent communication and report-writing skills.
High attention to detail and professional judgment.
Ability to work independently in shipyards, onboard vessels, and offshore environments.
Calm, objective decision-making under pressure.

📌 Qualifications & Experience

Degree in naval architecture, marine engineering, mechanical engineering, or related field.
Seagoing experience as a deck or engineering officer is highly valued.
Experience in shipyards, classification societies, or marine technical roles is an advantage.
Certifications in NDT, ISM/ISPS auditing, or welding inspection are beneficial.

💡 Key Performance Indicators (KPIs)

Accuracy and quality of survey reports
Timeliness of surveys and certificate issuance
Identification and classification of deficiencies
Client satisfaction and technical credibility
Compliance with class and statutory procedures
Contribution to safety and risk-reduction outcomes
Professional conduct and stakeholder feedback



2.76. Environmental Compliance Officer (MARPOL)

Pollution Prevention • Regulatory Compliance • Environmental Monitoring • Audits & Training

Position Overview

The Environmental Compliance Officer (MARPOL) ensures that all maritime operations comply with the International Convention for the Prevention of Pollution from Ships (MARPOL) and associated environmental regulations. The officer monitors vessel operations, waste-management practices, emissions, and pollution-prevention systems while conducting audits, investigations, and training. This role is essential for protecting the marine environment and maintaining regulatory compliance across the fleet or facility.

It's a role requiring technical depth, vigilance, and the ability to influence safe and sustainable behavior.

Key Responsibilities

Regulatory Compliance (MARPOL & IMO)

Ensure compliance with all MARPOL Annexes (I–VI) covering oil, noxious liquids, harmful substances, sewage, garbage, and air emissions.

Monitor adherence to IMO, flag-state, port-state, and national environmental regulations.

Maintain up-to-date knowledge of regulatory changes and industry best practices.

Support vessel and facility readiness for PSC, flag-state, and environmental inspections.

Environmental Monitoring & Control

Oversee waste-management systems including sludge, bilge water, garbage, sewage, and cargo residues.

Monitor emissions, fuel-changeover procedures, and compliance with ECA/SECA requirements.

Verify proper operation of pollution-prevention equipment (OWS, ODME, scrubbers, incinerators, ballast-water systems).

Conduct environmental risk assessments and recommend mitigation measures.

Audits, Inspections & Reporting

Conduct internal environmental audits onboard vessels and at port/terminal facilities.

Review Oil Record Books, Garbage Record Books, Sewage Logs, and other statutory records.

Prepare detailed audit reports, deficiency lists, and corrective-action plans.

Maintain environmental compliance documentation and digital records.

Incident Response & Investigation

Respond to pollution incidents, spills, or environmental non-conformities.

Lead or support root-cause investigations and prepare incident reports.

Coordinate with authorities, classification societies, and emergency-response teams.

Track corrective actions and ensure timely closure.

Training & Awareness

Deliver MARPOL and environmental-compliance training to crew and shore staff.

Conduct toolbox talks, drills, and awareness campaigns.

Support onboarding of new personnel with environmental-protection briefings.

Promote a proactive environmental culture across the organization.



Stakeholder Coordination

Liaise with port authorities, environmental agencies, classification societies, and flag states.

Support communication with charterers, clients, and regulators regarding environmental performance.

Participate in environmental audits, vetting inspections, and customer assessments.

Continuous Improvement

Identify opportunities to reduce environmental impact and improve sustainability.

Support implementation of new technologies (e.g., scrubbers, BWTS, emissions-monitoring tools).

Contribute to environmental KPIs, ESG reporting, and sustainability initiatives.

Assist in updating environmental procedures, manuals, and SMS documentation.

🔧 Required Skills & Competencies

Technical Skills

Strong knowledge of MARPOL Annexes I–VI and related IMO conventions.

Understanding of vessel operations, pollution-prevention systems, and waste-management processes.

Ability to conduct audits, inspections, and environmental risk assessments.

Familiarity with Oil Record Books, Garbage Logs, and statutory documentation.

Awareness of ECA/SECA rules, GHG regulations, and emerging environmental standards.

Soft Skills

Strong communication and coaching abilities.

High attention to detail and analytical thinking.

Ability to remain calm and objective during incidents or inspections.

Structured, proactive, and solution-oriented mindset.

Ability to influence behavior and promote environmental stewardship.

🎓 Qualifications & Experience

Degree in marine engineering, environmental science, maritime studies, or related field.

Experience in vessel operations, HSE roles, or environmental compliance is highly valued.

Knowledge of IMO conventions, SMS systems, and auditing practices.

Certifications such as ISM/ISPS auditor, NEBOSH, or environmental-management training are beneficial.

💡 Key Performance Indicators (KPIs)

Compliance with MARPOL and environmental regulations

Reduction in pollution incidents and non-conformities

Quality and timeliness of environmental reporting

Audit performance and corrective-action closure rates

Crew and staff environmental-awareness levels

Operational performance of pollution-prevention equipment

Contribution to sustainability and ESG initiatives



2.77. ISPS Security Officer (Port Security)

Port Facility Security • Access Control • Threat Prevention • ISPS Compliance

Position Overview

The ISPS Security Officer (Port Security) is responsible for implementing and maintaining the security measures required under the ISPS Code and national maritime-security regulations. The officer monitors port-facility access, conducts patrols and inspections, manages security incidents, and ensures that all personnel, vehicles, and cargo movements comply with established security protocols. This role is essential for preventing unauthorized access, terrorism risks, smuggling, and other security threats within the port environment.

It's a role requiring vigilance, regulatory knowledge, and the ability to respond decisively in high-risk situations.

Key Responsibilities

ISPS Code Compliance

Implement and enforce the Port Facility Security Plan (PFSP).

Ensure compliance with ISPS Code, national maritime-security laws, and port-authority directives.

Conduct regular security inspections and audits of port facilities.

Maintain security records, logs, and incident reports as required by the PFSP.

Access Control & Screening

Monitor and control access to restricted and secure port areas.

Verify identification of personnel, visitors, contractors, and crew members.

Screen vehicles, cargo, and equipment entering the facility.

Enforce badge systems, visitor protocols, and escort requirements.

Patrols & Surveillance

Conduct routine patrols of port perimeters, terminals, berths, warehouses, and critical infrastructure.

Monitor CCTV systems, alarms, and security sensors.

Identify suspicious behavior, unauthorized access, or security breaches.

Respond promptly to alarms, alerts, and abnormal activities.

Incident Response & Reporting

Respond to security incidents, threats, or emergencies (intrusions, theft, sabotage, terrorism risks).

Coordinate with port police, coast guard, customs, and emergency services.

Secure affected areas and preserve evidence when required.

Prepare detailed incident reports and support investigations.

Training & Awareness

Participate in ISPS drills, exercises, and emergency-response simulations.

Support training for port personnel on security procedures and threat awareness.

Promote a strong security culture across the port community.

Assist in onboarding new staff with security briefings.

Documentation & Recordkeeping

Maintain access logs, patrol reports, incident records, and visitor registers.

Ensure documentation is audit-ready for port-state, flag-state, or regulatory inspections.

Support updates to the PFSP and security procedures.



Coordination & Communication

Liaise with Port Facility Security Officer (PFSO) and other security personnel.

Communicate security requirements to terminal operators, shipping lines, and contractors.

Support joint operations with customs, immigration, and law-enforcement agencies.

Provide clear instructions during heightened security levels.

🔗 Required Skills & Competencies

Technical Skills

Knowledge of ISPS Code, PFSP requirements, and maritime-security regulations.

Familiarity with port operations, vessel movements, and cargo-handling processes.

Ability to operate security equipment (CCTV, scanners, access-control systems).

Understanding of threat-identification, risk assessment, and emergency response.

Awareness of customs, immigration, and port-authority procedures.

Soft Skills

Strong situational awareness and vigilance.

Excellent communication and interpersonal abilities.

Calm, decisive behavior under pressure.

Integrity, professionalism, and impartiality.

Ability to de-escalate conflicts and manage difficult interactions.

👤 Qualifications & Experience

Training or certification in maritime security (ISPS Code training, SSO/PFSO modules).

Experience in port security, law enforcement, military, or private security is an advantage.

Physical fitness suitable for patrols, inspections, and shift-based work.

Additional certifications (first aid, firefighting, crisis-management) are beneficial.

💡 Key Performance Indicators (KPIs)

Compliance with ISPS Code and PFSP requirements

Effectiveness of access-control and screening procedures

Incident response time and quality

Accuracy of logs, reports, and documentation

Participation in drills and security exercises

Stakeholder satisfaction and cooperation

Reduction in security breaches or unauthorized access



2.78. Dangerous Goods Regulator (IMDG)

Hazardous Cargo Compliance • Regulatory Enforcement • Inspection & Certification • Maritime Safety

Position Overview

The Dangerous Goods Regulator (IMDG) is responsible for enforcing the IMDG Code and related hazardous-cargo regulations across maritime transport activities. This role oversees the safe handling, packaging, declaration, stowage, and transport of dangerous goods on vessels and within port facilities. The regulator conducts inspections, audits, investigations, and training to ensure compliance and prevent incidents involving hazardous materials.

It's a role requiring deep technical knowledge, strong enforcement authority, and the ability to manage high-risk cargo environments.

Key Responsibilities

Regulatory Enforcement (IMDG Code)

Ensure compliance with the IMDG Code, SOLAS requirements, and national dangerous-goods regulations.

Verify correct classification, packaging, marking, labeling, and documentation of dangerous goods.

Enforce rules related to segregation, stowage, and emergency-response provisions.

Issue notices of violation, corrective actions, or penalties when non-compliance is identified.

Inspections & Audits

Conduct inspections of containers, tank containers, cargo units, and port storage areas.

Audit shippers, freight forwarders, terminals, and vessel operators for IMDG compliance.

Inspect vessel cargo plans, DG manifests, and stowage arrangements.

Verify the condition and certification of DG packaging, tanks, and equipment.

Documentation & Verification

Review Dangerous Goods Declarations (DGD), packing certificates, and transport documents.

Ensure accuracy of UN numbers, proper shipping names, packing groups, and hazard classes.

Validate compliance with special provisions, limited quantities, and exemptions.

Maintain audit-ready records and regulatory documentation.

Incident Response & Investigation

Respond to hazardous-cargo incidents, leaks, fires, or near-misses.

Lead or support investigations into DG-related accidents or regulatory breaches.

Collect evidence, interview personnel, and prepare detailed investigation reports.

Recommend corrective and preventive actions to reduce future risks.

Training & Awareness

Deliver IMDG Code training to shippers, port staff, vessel crews, and logistics providers.

Conduct awareness campaigns on hazardous-cargo risks and safe-handling practices.

Support competency development for DG-related roles within the maritime community.

Promote a strong safety culture around dangerous goods.

Stakeholder Coordination



Liaise with port authorities, coast guard, customs, environmental agencies, and shipping lines.

Support coordination during emergency responses or multi-agency operations.

Provide regulatory guidance to industry stakeholders on IMDG requirements.

Participate in national and international DG-safety committees or working groups.

Continuous Improvement & Policy Development

Contributes to updates of national DG regulations and port by-laws.

Support implementation of new technologies for DG tracking, inspection, and monitoring.

Identify trends in non-compliance and propose systemic improvements.

Assist in developing DG-safety procedures, manuals, and regulatory frameworks.

🔗 Required Skills & Competencies

Technical Skills

Strong knowledge of the IMDG Code, SOLAS, MARPOL, and related IMO conventions.

Understanding of hazardous-materials classification, packaging, and stowage principles.

Ability to conduct inspections, audits, and DG-risk assessments.

Familiarity with DG documentation, manifests, and emergency-response guides.

Awareness of port operations, vessel cargo handling, and container logistics.

Soft Skills

Strong communication and enforcement presence.

High attention to detail and analytical thinking.

Ability to remain calm and decisive in high-risk situations.

Integrity, impartiality, and strong ethical standards.

Ability to educate, influence, and guide industry stakeholders.

🎓 Qualifications & Experience

Degree in maritime studies, chemistry, logistics, marine engineering, or related field.

IMDG Code training (advanced level) is essential.

Experience in dangerous-goods regulation, maritime safety, port operations, or HSE roles is highly valued.

Additional certifications (hazmat handling, emergency response, auditing) are beneficial.

💡 Key Performance Indicators (KPIs)

Compliance rates among shippers, carriers, and port operators

Reduction in DG-related incidents and non-conformities

Quality and timeliness of inspections and reports

Effectiveness of enforcement actions and corrective-action follow-up

Stakeholder satisfaction and cooperation

Training participation and competency improvements

Contribution to regulatory updates and safety initiatives



Vessel Crew & On-Board Roles

2.79. Captain / Master

Overall Command • Navigation • Safety Leadership • Regulatory Compliance • Crew Management

Position Overview

The captain (Master) is the highest-ranking officer onboard and holds full command of the vessel. This role is responsible for the safe navigation, operation, and management of the ship, ensuring compliance with international conventions, flag-state requirements, company policies, and industry standards. The captain leads the crew, oversees cargo operations, manages emergencies, and represents the vessel in all official matters.

It is a role requiring exceptional leadership, technical mastery, and unwavering accountability.

Key Responsibilities

1. Vessel Command & Leadership

Exercise full authority and responsibility for the vessel, crew, passengers, and cargo. Make final decisions on navigation, safety, security, and operational matters. Represent the vessel in communications with authorities, agents, terminals, and company management.

Maintain discipline, professionalism, and a strong safety culture onboard.

2. Navigation & Voyage Management

Oversee safe navigation of the vessel in compliance with COLREGs, SOLAS, and company procedures.

Approve voyage plans, weather routing, and passage planning.

Ensure bridge team management (BTM) principles are always followed.

Monitor vessel performance, speed, fuel consumption, and environmental compliance.

3. Safety Management (ISM Code)

Serve as the highest authority for the Safety Management System (SMS).

Conduct safety drills, emergency exercises, and onboard training.

Ensure proper maintenance and readiness of lifesaving and firefighting equipment.

Lead incident investigations and implement corrective actions.

4. Security Oversight (ISPS Code)

Act as the Ship Security Officer (SSO) if designated or supervised by the SSO.

Ensure compliance with the Ship Security Plan (SSP).

Respond to security threats, suspicious activities, or piracy risks.

Maintain communication with Company Security Officer (CSO) and port security.

5. Crew Management & HR Duties

Oversee crew performance, discipline, welfare, and compliance with STCW requirements.

Conduct evaluations, briefings, and onboard training.

Ensure proper watchkeeping arrangements and rest-hour compliance (MLC).

Manage conflict resolution and maintain a positive working environment.

6. Cargo Operations (where applicable)

Oversee loading, stowage, securing, and discharge of cargo.

Ensure compliance with IMDG, IMSBC, IGC, or other cargo-specific codes.

Approve cargo plans and stability calculations.



Monitor cargo condition, tank operations, and ballast management.

7. Regulatory & Legal Compliance

Ensure vessel compliance with flag-state, port-state, and international regulations.

Maintain statutory certificates, logs, and official records (GMDSS, ORB, deck logbook).

Cooperate with inspections from PSC, class societies, and authorities.

Report incidents, deficiencies, and non-conformities to the company.

8. Emergency Response & Crisis Management

Lead the vessel's response to emergencies such as fire, collision, grounding, pollution, or medical incidents.

Coordinate with shore-based emergency teams and authorities.

Make critical decisions to protect life, the environment, and the vessel.

Ensure crew readiness through regular drills and scenario-based training.

9. Environmental Protection (MARPOL)

Ensure compliance with MARPOL Annexes I–VI.

Oversee waste management, emissions control, and pollution-prevention systems.

Approve Oil Record Book entries and environmental logs.

Promote sustainable and environmentally responsible operations.

Required Skills & Competencies

Technical Skills

Expert knowledge of navigation, seamanship, and ship handling.

Strong understanding of SOLAS, MARPOL, STCW, ISM, ISPS, and flag-state regulations.

Proficiency in GMDSS operations, ECDIS, radar, and bridge equipment.

Familiarity with cargo-specific codes and stability management.

Ability to lead emergency response and crisis-management operations.

Leadership & Soft Skills

Decisive, calm, and authoritative leadership style.

Excellent communication and interpersonal skills.

Strong problem-solving and risk-assessment abilities.

High emotional intelligence and crew-management capability.

Integrity, professionalism, and sound judgment under pressure.

Qualifications & Experience

STCW Master Mariner Certificate (Master Unlimited).

Extensive seagoing experience, including service as Chief Officer.

Experience with vessel type (tanker, bulk carrier, container, offshore, passenger) is highly valued.

Additional certifications (SSO, ECDIS, BRM/BTM, advanced cargo courses) are advantageous.

Key Performance Indicators (KPIs)

Safety performance and incident rates

Navigation accuracy and voyage efficiency

Compliance with SMS, ISM, ISPS, and MARPOL

Crew performance, retention, and morale

Audit and inspection results (PSC, class, flag)

Cargo-operation efficiency and zero-damage performance

Environmental compliance and pollution-prevention metrics



2.80. Chief Officer (Chief Mate)

Second-in-Command • Deck Department Leadership • Cargo & Stability • Safety & Compliance

Position Overview

The Chief Officer is the vessel's second-in-command and the senior deck officer responsible for supervising deck operations, managing cargo activities, ensuring vessel stability, and maintaining the ship's safety and security systems. Acting under the authority of the Master, the Chief Officer leads the deck crew, oversees watchkeeping, and ensures compliance with international maritime regulations and company procedures.

This role requires exceptional technical competence, leadership, and operational discipline.

Key Responsibilities

1. Second-in-Command Duties

Act as deputy to the Master and assume command when required.

Support the Master in all navigational, operational, and administrative matters.

Participate in decision-making related to voyage planning, safety, and emergency response.

Represent the deck department in coordination with engine, catering, and shore teams.

2. Navigation & Watchkeeping

Stand the 04–08 or 08–12 bridge watch (depending on vessel type).

Ensure safe navigation in compliance with COLREGs, SOLAS, and company procedures.

Oversee bridge team management (BTM) and ECDIS operations.

Monitor weather, traffic, and navigational hazards.

3. Cargo Operations & Stability Management

Plan, supervise, and execute cargo loading, stowage, securing, and discharge.

Prepare and approve stability calculations, trim, and stress conditions.

Ensure compliance with IMDG, IMSBC, IGC, IBC, or other cargo-specific codes.

Coordinate with terminals, stevedores, surveyors, and cargo planners.

4. Safety Management (ISM Code)

Serve as the ship's Safety Officer (on most vessels).

Conduct safety drills, toolbox talks, and onboard training.

Inspect safety equipment, firefighting systems, and lifesaving appliances.

Lead incident investigations and implement corrective actions.

5. Security Oversight (ISPS Code)

Assist the Ship Security Officer (SSO) or act as SSO if designated.

Ensure compliance with the Ship Security Plan (SSP).

Monitor access control, security patrols, and restricted areas.

Report security concerns to the Master and Company Security Officer (CSO).

6. Deck Crew Management

Supervise Bosun, Able Seafarers, Ordinary Seafarers, and deck trainees.

Allocate daily work, oversee maintenance, and ensure safe working practices.

Conduct performance evaluations and support crew development.

Ensure compliance with STCW rest-hour requirements.

7. Maintenance & Deck Operations



Oversee deck maintenance, painting, mooring gear, cranes, winches, and hatch covers.
Ensure proper upkeep of lifesaving and firefighting equipment.
Maintain deck stores, inventory, and requisitions.
Supervise mooring, anchoring, and pilotage operations.

8. Environmental Compliance (MARPOL)

Ensure proper waste management, emissions control, and pollution-prevention practices.
Oversee Oil Record Book (ORB) entries and environmental logs.
Monitor ballast-water operations and compliance with BWTS procedures.

9. Emergency Response

Lead firefighting teams, rescue operations, and emergency parties.
Act as On-Scene Commander during emergencies when delegated by the Master.
Ensure crew readiness through regular drills and scenario-based training.

🔧 Required Skills & Competencies

Technical Skills

Strong knowledge of navigation, seamanship, and ship handling.
Proficiency with ECDIS, radar, GMDSS, and bridge equipment.
Expertise in cargo handling, stability, and deck operations.
Understanding of SOLAS, MARPOL, STCW, ISM, ISPS, and flag-state regulations.
Familiarity with vessel-specific cargo codes (IMDG, IGC, IBC, IMSBC).

Leadership & Soft Skills

Strong leadership and team-coordination abilities.
Excellent communication and decision-making skills.
High attention to detail and situational awareness.
Ability to remain calm and authoritative under pressure.
Structured, proactive, and safety-driven mindset.

🏠 Qualifications & Experience

STCW Chief Mate Certificate (Chief Mate Unlimited).
Significant seagoing experience as Second Officer or equivalent.
Experience with vessel type (tanker, bulk, container, offshore, passenger) is highly valued.
Additional certifications (ECDIS, BRM/BTM, advanced cargo courses) are beneficial.

💡 Key Performance Indicators (KPIs)

Safety performance and incident reduction
Cargo-operation efficiency and zero-damage performance
Navigation accuracy and watchkeeping quality
Deck-maintenance standards and equipment readiness
Crew performance, discipline, and morale
Compliance with SMS, ISM, ISPS, and MARPOL
Audit and inspection results (PSC, class, flag)



2.81. Second Officer / Third Officer (Deck Officer)

Navigation • Watchkeeping • Safety & Compliance • Deck Operations

Position Overview

The Second Officer and Third Officer are licensed deck officers responsible for navigation, watchkeeping, safety equipment management, and supporting the Chief Officer in the overall operation of the vessel. Both roles ensure safe navigation, regulatory compliance, and efficient deck operations, with the Second Officer typically serving as the ship's Navigation Officer and the Third Officer often responsible for lifesaving and firefighting equipment.

These positions require strong technical skills, situational awareness, and disciplined execution of duties under the authority of the Master and Chief Officer.

Key Responsibilities

1. Navigation & Watchkeeping

Second Officer

Serve as the ship's Navigation Officer.

Prepare and update voyage plans, passage charts, and ECDIS routes.

Maintain navigational publications, charts, and electronic systems.

Stand the 12–04 bridge watch (typical assignment).

Third Officer

Stand the 08–12 or 00–04 bridge watch (depending on vessel).

Assist with navigation, radar plotting, and lookout duties.

Monitor traffic, weather, and navigational hazards.

Shared Duties

Ensure safe navigation in compliance with COLREGs and company procedures.

Maintain bridge discipline and effective Bridge Team Management (BTM).

Operate ECDIS, radar, GMDSS, and bridge equipment.

Record navigational data and maintain logbooks.

2. Safety & Emergency Preparedness

Second Officer

Assist the Chief Officer in safety management and drills.

Support emergency response planning and onboard training.

Third Officer

Serve as the ship's Safety Officer on many vessels.

Maintain and inspect lifesaving appliances (LSA) and firefighting equipment (FFE).

Lead safety rounds and equipment readiness checks.

Shared Duties

Participate in emergency teams (fire, rescue, medical).

Conduct safety drills (fire, abandon ship, enclosed space, etc.).

Ensure compliance with SOLAS, ISM, and company safety procedures.

3. Cargo Operations & Stability Support

Second Officer

Assist the Chief Officer with cargo planning and documentation.

Monitor cargo operations and deck activities during watch.

Support stability calculations and tank operations (ballast, bilge).

Third Officer

Assist with cargo watch duties during loading and discharge.



Monitor deck operations, mooring, and cargo securing.

Shared Duties

Ensure compliance with IMDG, IMSBC, IGC, or cargo-specific codes.

Maintain cargo logs and operational records.

Coordinate with terminals, stevedores, and surveyors.

4. Deck Operations & Maintenance

Second Officer

Assist in planning deck maintenance and inspections.

Support upkeep of navigational equipment and bridge systems.

Third Officer

Oversee maintenance of LSA/FFE and deck safety gear.

Conduct routine inspections of deck areas and equipment.

Shared Duties

Supervise deck crew during mooring, anchoring, and pilotage operations.

Support maintenance of deck machinery, cranes, winches, and hatch covers.

Ensure safe working practices and compliance with PPE requirements.

5. Documentation & Compliance

Maintain navigational logs, GMDSS records, and safety documentation.

Ensure compliance with SOLAS, MARPOL, STCW, ISM, and ISPS requirements.

Assist with port-state, flag-state, and class inspections.

Support environmental compliance and MARPOL recordkeeping.

🔧 Required Skills & Competencies

Technical Skills

Strong understanding of navigation, seamanship, and watchkeeping.

Proficiency with ECDIS, radar, GMDSS, and bridge equipment.

Knowledge of SOLAS, MARPOL, STCW, ISM, and ISPS regulations.

Familiarity with cargo operations and vessel-specific codes.

Ability to conduct safety inspections and equipment checks.

Soft Skills

High situational awareness and attention to detail.

Strong communication and teamwork abilities.

Calm, disciplined decision-making under pressure.

Professionalism, reliability, and safety-driven mindset.

Ability to follow instructions and support senior officers.

🎓 Qualifications & Experience

STCW Officer of the Watch (OOW) Certificate.

Additional endorsements depending on vessel type (tanker, gas, passenger).

Experience as a deck cadet or junior officer is highly valued.

ECDIS, BRM/BTM, and GMDSS certifications required.

Medical fitness and valid seafarer documentation.

💡 Key Performance Indicators (KPIs)

Navigation accuracy and watchkeeping performance

Safety-equipment, readiness and inspection quality

Cargo-operation support and zero-damage performance

Compliance with SMS, ISM, ISPS, and MARPOL

Quality of documentation and log keeping



Deck-maintenance standards
Professional conduct and teamwork



2.82. Chief Engineer (Vessel)

Engineering Leadership • Machinery Management • Safety & Compliance • Technical Operations

Position Overview

The Chief Engineer is the senior engineering officer onboard and is responsible for the safe, efficient, and compliant operation of all mechanical, electrical, and technical systems on the vessel. Acting with full authority over the engine department, the Chief Engineer ensures propulsion, power generation, auxiliary systems, and environmental-protection equipment operate reliably and in accordance with international regulations and company standards.

This role demands deep technical expertise, strong leadership, and the ability to make critical decisions under pressure.

Key Responsibilities

1. Engineering Command & Leadership

Lead and manage the entire engine department, including officers, ratings, and technical staff.

Oversee daily operations, maintenance planning, and resource allocation.

Ensure discipline, professionalism, and adherence to safe-working practices.

Act as the Master's principal advisor on all technical matters.

2. Machinery Operation & Maintenance

Ensure safe and efficient operation of propulsion systems, generators, boilers, pumps, compressors, and auxiliary machinery.

Oversee planned maintenance systems (PMS) and ensure timely execution of tasks.

Monitor machinery performance, fuel consumption, and system parameters.

Diagnose and resolve mechanical, electrical, and automation faults.

3. Safety Management (ISM Code)

Serve as the technical lead for the Safety Management System (SMS).

Conduct safety drills, toolbox talks, and engineering-specific training.

Ensure readiness of firefighting, emergencies, and damage-control systems.

Lead investigations into technical incidents and implement corrective actions.

4. Environmental Compliance (MARPOL)

Ensure strict compliance with MARPOL Annexes I–VI.

Oversee waste-management systems (sludge, bilge, sewage, garbage).

Monitor emissions, fuel-changeover procedures, and pollution-prevention equipment (OWS, ODME, scrubbers, BWTS).

Approve and verify Oil Record Book (ORB) and Engine Logbook entries.

5. Technical Documentation & Reporting

Maintain accurate engineering logs, maintenance records, and statutory documentation.

Prepare reports for the company, class societies, and regulatory authorities.

Ensure certificates for machinery, equipment, and systems remain valid.

Support audits and inspections from class, flag, and port-state authorities.

6. Spare Parts, Inventory & Budget Control

Manage spare-parts inventory, consumables, and technical stores.

Prepare requisitions and ensure cost-effective procurement.

Monitor engine-department budgets and optimize resource usage.



Ensure critical spares are always available.

7. Emergency Response & Crisis Management

Lead engineering response during emergencies (fire, flooding, blackout, propulsion failure).

Coordinate with the Master and emergency teams.

Ensure crew readiness through regular drills and scenario-based exercises.

Make rapid decisions to protect life, the vessel, and the environment.

8. Crew Management & Training

Supervise and mentor engineering officers and ratings.

Conduct performance evaluations and competency assessments.

Ensure compliance with STCW rest-hour requirements.

Support career development and onboard training programs.

🔧 Required Skills & Competencies

Technical Skills

Expert knowledge of marine engineering, propulsion systems, and auxiliary machinery.

Strong understanding of electrical systems, automation, and control systems.

Familiarity with PMS, engine-room management, and troubleshooting.

Deep knowledge of SOLAS, MARPOL, STCW, ISM, and class requirements.

Ability to interpret technical drawings, manuals, and engineering data.

Leadership & Soft Skills

Strong leadership and team-management abilities.

Excellent communication and decision-making skills.

High attention to detail and situational awareness.

Calm, authoritative presence during emergencies.

Structured, proactive, and safety-driven mindset.

🎓 Qualifications & Experience

STCW Chief Engineer Certificate (Chief Engineer Unlimited).

Extensive seagoing experience as Second Engineer or equivalent.

Experience with vessel type (tanker, bulk, container, offshore, passenger) is highly valued.

Additional certifications (advanced engine courses, high-voltage training, ERM) are beneficial.

💡 Key Performance Indicators (KPIs)

Machinery reliability and operational uptime

Safety performance and incident reduction

Environmental compliance and ORB accuracy

PMS completion rates and maintenance quality

Fuel-efficiency and technical-cost control

Audit and inspection results (PSC, class, flag)

Crew performance, training, and retention



2.83. Second Engineer / Third Engineer (Engine Department)

Machinery Operation • Watchkeeping • Maintenance • Safety & Compliance

Position Overview

The Second Engineer and Third Engineer are licensed engineering officers responsible for the safe operation, monitoring, and maintenance of the vessel's machinery and technical systems. The Second Engineer typically serves as the Chief Engineer's deputy and leads day-to-day engine-room operations, while the Third Engineer focuses on specific machinery groups such as boilers, auxiliary engines, or fuel systems. Both roles are essential for ensuring propulsion reliability, regulatory compliance, and safe engineering practices onboard.

Key Responsibilities

1. Machinery Operation & Watchkeeping

Second Engineer

Act as the Chief Engineer's deputy and assume command of the engine department when required.

Lead daily engine-room operations and supervise junior engineers and ratings.

Stand the 12–04 or 00–04 watch (depending on vessel type).

Monitor propulsion systems, generators, boilers, and auxiliary machinery.

Third Engineer

Stand the 08–12 or 00–04 watch (typical assignment).

Monitor and operate auxiliary engines, fuel systems, and boiler operations.

Assist with propulsion and power-generation monitoring during watch.

Shared Duties

Always ensure safe and efficient machinery operation.

Record parameters, log entries, and equipment performance data.

Respond to alarms, abnormal conditions, and machinery faults.

Maintain engine-room discipline and follow ERM (Engine Room Management) principles.

2. Maintenance & Technical Support

Second Engineer

Oversee the planned maintenance system (PMS) and allocate tasks to engineering staff.

Lead maintenance of main engines, generators, and critical systems.

Diagnoses and troubleshoot mechanical, electrical, and automation issues.

Third Engineer

Maintain and inspect boilers, auxiliary engines, purifiers, compressors, and pumps.

Support maintenance of fuel-oil, lube-oil, and cooling-water systems.

Assist with overhauls and repairs under the guidance of senior engineers.

Shared Duties

Ensure maintenance is performed safely and documented accurately.

Follow manufacturer guidelines, class rules, and company procedures.

Maintain cleanliness and organization of the engine room.

3. Safety & Emergency Preparedness

Second Engineer

Act as the engine-room safety lead and support the Chief Engineer in SMS implementation.



Conduct safety briefings, toolbox talks, and emergency-equipment checks.

Third Engineer

Maintain firefighting equipment, emergency pumps, and safety systems.

Participate actively in emergency teams (fire, rescue, damage control).

Shared Duties

Participate in safety drills and emergency exercises.

Ensure compliance with SOLAS, ISM, and company safety procedures.

Support incident investigations and corrective-action implementation.

4. Environmental Compliance (MARPOL)

Operate and monitor pollution-prevention equipment (OWS, ODME, incinerator, BWTS).

Ensure proper handling of sludge, bilge water, garbage, and sewage.

Maintain accurate entries in the Oil Record Book (ORB) and Engine Logbook.

Support fuel-changeover procedures and emissions-control compliance.

5. Documentation & Reporting

Maintain engineering logs, PMS records, and equipment history files.

Report machinery defects, abnormalities, and maintenance needs to the Chief Engineer.

Assist during class, flag-state, and port-state inspections.

Ensure documentation is accurate, complete, and audit-ready.

🔧 Required Skills & Competencies

Technical Skills

Strong understanding of marine engineering principles and machinery systems.

Proficiency in operating and maintaining propulsion, power-generation, and auxiliary equipment.

Knowledge of electrical systems, automation, and control systems.

Familiarity with SOLAS, MARPOL, STCW, ISM, and class requirements.

Ability to troubleshoot mechanical and electrical faults.

Soft Skills

Strong teamwork and communication abilities.

High attention to detail and situational awareness.

Calm, disciplined decision-making under pressure.

Professionalism, reliability, and safety-driven mindset.

Ability to follow instructions and support senior engineers.

🎓 Qualifications & Experience

STCW Engineer Officer of the Watch (EOOW) Certificate.

Additional endorsements depending on vessel type (tanker, gas, passenger).

Experience as an engine cadet or junior engineer is highly valued.

High-voltage training, ERM, and advanced engineering courses are beneficial.

Valid medical fitness and seafarer documentation.

💡 Key Performance Indicators (KPIs)

Machinery reliability and watchkeeping performance

PMS completion rates and maintenance quality

Environmental compliance and ORB accuracy

Safety-equipment readiness and drill participation

Quality of documentation and reporting

Teamwork, professionalism, and adherence to procedures



2.84. Bosun (Boatswain)

Deck Leadership • Maintenance Oversight • Seamanship • Safety Execution

Position Overview

The Bosun is the senior rating in the deck department and is responsible for supervising Able Seafarers (ABs), Ordinary Seafarers (OS), and deck trainees in all deck operations and maintenance tasks. Acting under the direction of the Chief Officer, the Bosun ensures that daily work is carried out safely, efficiently, and in accordance with seamanship standards, company procedures, and regulatory requirements. This role requires strong practical skills, leadership, and deep knowledge of deck operations.

Key Responsibilities

1. Deck Crew Supervision

Lead, coordinate, and supervise ABs, OS, and deck trainees.
Assign daily tasks based on the Chief Officer's work plan.
Ensure safe working practices and proper use of PPE.
Provide on-the-job training and mentoring to junior crew.

2. Deck Maintenance & Upkeep

Oversee maintenance of deck areas, superstructure, and external fittings.
Supervise painting, chipping, greasing, and corrosion-control activities.
Ensure proper upkeep of mooring equipment, winches, cranes, and hatch covers.
Maintain deck tools, stores, and inventory.

3. Mooring, Anchoring & Vessel Operations

Lead deck crew during mooring, unmooring, and anchoring operations.
Ensure correct handling of ropes, wires, winches, and mooring gear.
Coordinate with bridge and engine teams during critical operations.
Maintain readiness of mooring stations and equipment.

4. Cargo Operations Support

Assist the Chief Officer in supervising cargo loading, stowage, securing, and discharge.
Ensure proper use of lashing gear, securing devices, and cargo-handling tools.
Support safe operations during container, bulk, tanker, or project-cargo activities.
Monitor deck crew performance during cargo watches.

5. Safety & Emergency Preparedness

Ensure deck crew compliance with SOLAS, ISM, and company safety procedures.
Participate in safety drills (fire, abandon ship, enclosed space, rescue).
Maintain and inspect safety equipment under Chief Officer's direction.
Promote a strong safety culture and hazard-reporting mindset.

6. Environmental Compliance

Support MARPOL compliance through proper waste handling and deck-area cleanliness.
Ensure correct procedures for garbage segregation, spill prevention, and pollution control.
Assist with ballast-water and deck-drainage operations when required.

7. Documentation & Communication

Report on maintenance needs, equipment defects, and safety concerns to the Chief Officer.
Maintain deck-store inventories and request supplies when needed.



Provide feedback on crew performance and training needs.
Communicate clearly with officers and crew during operations.

Required Skills & Competencies

Technical Skills

Strong seamanship skills (knots, splicing, rigging, rope and wire handling).
Proficiency with deck machinery (winches, cranes, windlasses, mooring gear).
Knowledge of cargo-handling procedures and lashing systems.
Understanding of SOLAS, MARPOL, and safe-working practices.
Ability to read and follow work plans, permits, and safety instructions.

Soft Skills

Strong leadership and team-coordination abilities.
Clear communication and ability to give precise instructions.
High situational awareness and safety-first mindset.
Reliability, discipline, and professionalism.
Ability to mentor and motivate junior crew.

Qualifications & Experience

STCW Deck Rating Certificate (AB) with extensive experience.
Proven experience as an Able Seafarer with leadership responsibilities.
Specialized training depending on vessel type (tanker, gas, offshore).
Valid medical fitness and seafarer documentation.
Additional courses (Bosun leadership, rigging, crane operations) are beneficial.

Key Performance Indicators (KPIs)

Quality and timeliness of deck maintenance
Safety performance and compliance with procedures
Efficiency of mooring, anchoring, and cargo operations
Condition and readiness of deck equipment
Crew discipline, teamwork, and morale
Accuracy of inventory and deck-store management



2.85. Able Seaman (AB)

Seamanship • Deck Operations • Watchkeeping • Safety & Maintenance

Position Overview

The Able Seaman (AB) is a certified deck rating responsible for performing skilled seamanship duties, supporting navigation and cargo operations, and maintaining the vessel's deck and equipment. Working under the supervision of the Bosun and deck officers, the AB ensures safe and efficient deck operations in compliance with international maritime regulations and company procedures.

This role requires strong practical skills, discipline, and a safety-first mindset.

Key Responsibilities

1. Watchkeeping & Navigation Support

Stand lookout and helmsman duties during bridge watches.

Steer the vessel under officer direction, including during pilotage and maneuvering.

Maintain vigilance for traffic, hazards, and navigational risks.

Assist with bridge communications and log entries when required.

2. Deck Operations

Handle mooring lines, wires, and equipment during mooring and unmooring.

Assist with anchoring operations, including windlass operation and anchor handling.

Support cargo operations, including lashing, securing, and monitoring cargo gear.

Participate in deck operations such as rigging, lifting, and crane assistance.

3. Maintenance & Upkeep

Perform routine deck maintenance: chipping, painting, greasing, and cleaning.

Maintain deck machinery, tools, and equipment under Bosun's direction.

Assist with maintenance of hatch covers, winches, cranes, and mooring gear.

Keep deck areas clean, safe, and operational.

4. Safety & Emergency Duties

Participate in all safety drills (fire, abandon ship, enclosed space, rescue).

Operate lifesaving and firefighting equipment when required.

Follow SOLAS, ISM, and company safety procedures at all times.

Report hazards, unsafe conditions, and equipment defects promptly.

5. Environmental Compliance

Follow MARPOL procedures for waste handling, garbage segregation, and spill prevention.

Maintain cleanliness of deck drainage systems and pollution-control equipment.

Support ballast-water and deck-wash operations when required.

6. Teamwork & Communication

Work closely with the Bosun, officers, and fellow deck crew.

Follow instructions accurately and maintain clear communication.

Assist in training OS (Ordinary Seamen) and junior deck crew.

Maintain professionalism and discipline in all operations.

Required Skills & Competencies

Technical Skills

Strong seamanship skills (knots, splicing, rigging, rope and wire handling).

Proficiency in operating deck machinery (winches, windlasses, cranes).

Knowledge of safe working practices and PPE use.

Familiarity with cargo-handling procedures and lashing systems.



Understanding of navigation support duties (helm, lookout).

Soft Skills

High situational awareness and safety-driven mindset.

Strong teamwork and communication abilities.

Reliability, discipline, and professionalism.

Ability to follow instructions and work under supervision.

Physical fitness and endurance for demanding deck work.

🏠 Qualifications & Experience

STCW Deck Rating Certificate (Able Seafarer Deck).

Sea-service experience as OS or equivalent.

Valid medical fitness certificate and seafarer documentation.

Additional training depending on vessel type (tanker, gas, offshore).

Certificates such as Basic Safety Training, Proficiency in Survival Craft (PSC/PSCRB).

💡 Key Performance Indicators (KPIs)

Quality and timeliness of deck maintenance

Safety performance and adherence to procedures

Efficiency during mooring, anchoring, and cargo operations

Reliability and professionalism during watchkeeping

Teamwork, communication, and discipline

Condition and readiness of deck equipment



2.86. Ordinary Seaman (OS)

Entry-Level Deck Rating • Seamanship Support • Maintenance • Safety Duties

Position Overview

The Ordinary Seaman (OS) is an entry-level deck rating responsible for assisting Able Seafarers (ABs), the Bosun, and deck officers in daily deck operations, maintenance, and safety tasks. The OS performs general seamanship duties, supports navigation watches, and participates in cargo and mooring operations under supervision. This role is foundational for developing seamanship skills and progressing toward the Able Seafarer certification.

It's a hands-on, physically demanding role that requires discipline, willingness to learn, and a strong safety mindset.

Key Responsibilities

1. Deck Operations Support

Assist ABs and the Bosun during mooring, unmooring, and anchoring operations. Handle ropes, wires, fenders, and deck equipment under supervision. Support cargo operations, including lashing, securing, and monitoring cargo gear. Assist with rigging, lifting, and deck machinery operations.

2. Watchkeeping Assistance

Perform lookout duties during navigation watches. Assist the officer on watch with basic bridge tasks when required. Maintain vigilance for traffic, hazards, and weather changes. Support safe navigation by reporting observations promptly.

3. Maintenance & Upkeep

Carry out routine deck maintenance: chipping, painting, greasing, and cleaning. Clean and maintain deck areas, passageways, and accommodation spaces. Assist with maintenance of deck machinery, tools, and equipment. Keep mooring stations and work areas organized and safe.

4. Safety & Emergency Duties

Participate in all safety drills (fire, abandon ship, enclosed space, rescue). Learn and operate lifesaving and firefighting equipment under supervision. Follow SOLAS, ISM, and company safety procedures always. Report hazards, unsafe conditions, and equipment defects immediately.

5. Environmental Compliance

Follow MARPOL procedures for waste handling and garbage segregation. Maintain cleanliness of deck drainage and spill-prevention systems. Support environmentally responsible operations under office guidance.

6. Learning & Skill Development

Practice seamanship skills: knots, splicing, rigging, rope handling. Learn safe working practices and proper use of PPE. Assist in training tasks assigned by ABs, Bosun, or officers. Build competence toward Able Seafarer (AB) certification.

Required Skills & Competencies

Technical Skills

Basic seamanship knowledge and willingness to learn. Ability to handle ropes, tools, and deck equipment safely. Understanding of basic navigation support duties (lookout).



Familiarity with safe working practices and PPE use.

Soft Skills

Strong work ethic and willingness to follow instructions.

Team-oriented attitude and good communication skills.

High situational awareness and safety-first mindset.

Physical fitness and stamina for demanding deck work.

Reliability, discipline, and eagerness to develop skills.

🎓 Qualifications & Experience

STCW Basic Safety Training (mandatory).

Valid medical fitness certificate and seafarer documentation.

Prior experience as a deck cadet, trainee, or OS is beneficial but not required.

Additional training depending on vessel type (tanker, gas, offshore) may be required.

💡 Key Performance Indicators (KPIs)

Quality and consistency of deck maintenance

Safety performance and adherence to procedures

Reliability during lookout and deck operations

Willingness to learn and skill development progress

Teamwork, communication, and discipline

Readiness of deck equipment and cleanliness of work areas



2.87. Electrician / Electro-Technical Officer (ETO)

Electrical Systems • Automation • Power Management • Safety & Compliance

Position Overview

The Electrician / Electro-Technical Officer (ETO) is responsible for the operation, maintenance, and repair of all electrical, electronic, and automation systems onboard the vessel. Working under the Chief Engineer, the ETO ensures the reliability of power generation, distribution, control systems, navigation electronics, and safety-critical equipment. This role is vital for preventing electrical failures, supporting safe vessel operations, and ensuring compliance with international maritime regulations. It requires strong technical expertise, analytical thinking, and the ability to respond quickly to system faults.

Key Responsibilities

1. Electrical System Operation & Maintenance

Maintain and troubleshoot the vessel's electrical power-generation and distribution systems.

Inspect, repair, and calibrate switchboards, transformers, circuit breakers, and control panels.

Ensure proper functioning of lighting systems, emergency power, and UPS units.

Monitor electrical loads and support energy-efficiency initiatives.

2. Electronic & Automation Systems

Maintain and repair automation systems, PLCs, sensors, and control units.

Support engine-room automation, alarm systems, and monitoring equipment.

Troubleshoot faults in propulsion control, boiler control, and auxiliary machinery automation.

Ensure proper functioning of navigation electronics (radar, ECDIS, GPS, AIS) when required.

3. Safety & Emergency Systems

Maintain and test fire-detection and alarm systems.

Inspect and repair emergency lighting, GMDSS batteries, and communication systems.

Ensure readiness of lifeboat electrical systems, davits, and emergency equipment.

Support safety drills and emergency-response readiness.

4. Environmental & Regulatory Compliance

Ensure electrical systems comply with SOLAS, MARPOL, STCW, and class requirements.

Maintain records of inspections, tests, and maintenance activities.

Support compliance with high-voltage safety procedures and lock-out/tag-out (LOTO) protocols.

Assist with environmental equipment such as scrubbers, BWTS, and emission monitoring systems.

5. Technical Documentation & Reporting

Maintain electrical drawings, manuals, and equipment documentation.

Record maintenance activities in the PMS (Planned Maintenance System).

Report defects, failures, and spare-parts requirements to the Chief Engineer.

Assist during class, flag-state, and port-state inspections.

6. Spare Parts & Inventory Management

Manage electrical spare parts, tools, and consumables.



Ensure critical components are available for emergency repairs.

Support cost-effective procurement and inventory control.

7. Teamwork & Coordination

Work closely with engineering officers, deck officers, and technical crew.

Provide guidance to junior engineers and engine ratings on electrical safety.

Support cross-departmental operations such as cargo handling, mooring, and deck machinery troubleshooting.

🔧 Required Skills & Competencies

Technical Skills

Strong knowledge of electrical engineering, electronics, and automation.

Proficiency in troubleshooting high-voltage and low-voltage systems.

Familiarity with PLCs, sensors, control systems, and instrumentation.

Understanding of marine power systems, generators, and switchboards.

Knowledge of SOLAS, MARPOL, STCW, and class requirements.

Soft Skills

Strong analytical and problem-solving abilities.

Clear communication and teamwork skills.

High attention to detail and safety awareness.

Ability to work independently and under pressure.

Professionalism, discipline, and reliability.

🎓 Qualifications & Experience

STCW Electro-Technical Officer (ETO) Certificate or Marine Electrician qualification.

Degree or diploma in electrical engineering, electronics, or related field.

Experience with marine electrical systems is highly valued.

High-voltage training and certification (mandatory on many vessels).

Valid medical fitness and seafarer documentation.

💡 Key Performance Indicators (KPIs)

Reliability of electrical and automation systems

Response time to electrical faults and alarms

PMS completion rates and maintenance quality

Safety-system readiness and compliance

Accuracy of documentation and reporting

Inventory control and spare-parts management

Teamwork, professionalism, and adherence to procedures



2.88. Cook / Steward

Galley Operations • Food Safety • Housekeeping • Crew Welfare

Position Overview

The Cook / Steward is responsible for preparing nutritious meals, maintaining galley hygiene, managing food stores, and ensuring the cleanliness and upkeep of accommodation areas. This dual-role position supports the daily well-being of the crew and contributes to a safe, healthy, and efficient onboard environment. Working under the Master and Chief Officer (or Chief Steward on larger vessels), the Cook / Steward ensures compliance with food-safety standards, maritime regulations, and company procedures.

It's a role requiring organization, cleanliness, and a strong service mindset.

Key Responsibilities

1. Meal Preparation & Galley Operations

Prepare daily meals for crew and officers according to menus and dietary needs.

Ensure food is cooked safely, hygienically, and in accordance with maritime catering standards.

Plan menus that balance nutrition, variety, and available provisions.

Maintain cleanliness and order in the galley, mess rooms, and food-service areas.

2. Food Safety & Hygiene

Comply with HACCP principles and maritime food-safety regulations.

Ensure proper storage, labeling, and rotation of food items (FIFO).

Monitor refrigerator and freezer temperatures and report abnormalities.

Prevent cross-contamination and maintain strict hygiene standards.

3. Provision Management

Manage food stores, dry stores, and galley inventory.

Conduct stock checks and prepare requisitions for provisions.

Ensure efficient use of supplies to minimize waste.

Assist with receiving, inspecting, and storing provisions during port calls.

4. Housekeeping & Accommodation Duties

Clean and maintain crew cabins, officer cabins (if required), and common areas.

Change linens, clean bathrooms, and maintain hygiene standards throughout accommodation spaces.

Support laundry operations, including washing, drying, and folding.

Maintain cleanliness of corridors, stairways, and recreation areas.

5. Safety & Emergency Preparedness

Participate in safety drills (fire, abandon ship, first aid).

Maintain galley fire-safety equipment (fire blankets, extinguishers, suppression systems).

Follow safe-working practices and report hazards or equipment defects.

Support emergency response teams when required.

6. Waste Management & Environmental Compliance

Follow MARPOL procedures for garbage segregation and disposal.

Manage food waste responsibly and maintain galley waste systems.

Ensure environmentally responsible cleaning practices.

7. Crew Welfare & Service

Provide courteous, respectful service to all crew members.



Support special dietary needs, cultural preferences, and medical restrictions.
Maintain a positive atmosphere in the mess room and accommodation areas.
Assist with onboarding new crew by explaining galley and accommodation procedures.

Required Skills & Competencies

Technical Skills

Strong cooking skills and knowledge of international cuisine.
Understanding food safety, hygiene, and HACCP principles.
Ability to manage provisions, inventory, and galley equipment.
Familiarity with cleaning procedures and housekeeping standards.
Basic knowledge of MARPOL waste-management rules.

Soft Skills

Strong organizational and time-management abilities.
Good communication and teamwork skills.
High attention to cleanliness and detail.
Professionalism, reliability, and a service-oriented attitude.
Ability to work independently and under pressure.

Qualifications & Experience

STCW Basic Safety Training (mandatory).
Ship's Cook Certificate (where required by flag state).
Experience as a cook or steward in maritime, hospitality, or catering environments.
Valid medical fitness certificate and seafarer documentation.
Additional training in food safety, hygiene, or catering is beneficial.

Key Performance Indicators (KPIs)

Quality, variety, and nutritional value of meals
Galley and accommodation cleanliness
Compliance with food-safety and hygiene standards
Provision management and waste reduction
Crew satisfaction and welfare feedback
Safety performance and drill participation



2.89. Supply Chain Analyst

Data Analysis • Forecasting • Process Optimization • Logistics Performance

Position Overview

The Supply Chain Analyst is responsible for analyzing, optimizing, and improving end-to-end supply chain performance. This role uses data, systems, and cross-functional collaboration to enhance forecasting accuracy, reduce costs, improve service levels, and strengthen operational efficiency. The analyst provides insights that support strategic planning, daily execution, and continuous improvement across procurement, warehousing, transportation, and distribution.

It's a role requiring analytical strength, operational understanding, and the ability to turn complex data into actionable recommendations.

Key Responsibilities

1. Data Analysis & Performance Monitoring

Collect, analyze, and interpret supply chain data (inventory, transport, lead times, demand).

Develop dashboards and KPIs to monitor operational performance.

Identify bottlenecks, inefficiencies, and improvement opportunities.

Provide regular performance reports to management and operational teams.

2. Forecasting & Demand Planning

Support demand forecasting using historical data, market trends, and customer insights.

Collaborate with sales, procurement, and operations to refine forecasts.

Monitor forecast accuracy and recommend adjustments.

Contribute to S&OP (Sales & Operations Planning) processes.

3. Inventory Optimization

Analyze inventory levels, reorder points, and safety-stock requirements.

Recommend strategies to reduce stockouts, overstocks, and carrying costs.

Support cycle-counting and inventory-accuracy initiatives.

Evaluate supplier lead times and variability.

4. Logistics & Transportation Analysis

Evaluate transportation performance, costs, and carrier efficiency.

Analyze routing, mode selection, and shipment consolidation opportunities.

Support tendering, carrier selection, and freight-cost optimization.

Monitor service levels and identify improvement actions.

5. Process Improvement & Continuous Optimization

Map supply chain processes and identify improvement opportunities.

Support Lean, Six Sigma, or Kaizen initiatives.

Recommend automation, digitalization, and workflow enhancements.

Collaborate with IT to improve system functionality and data quality.

6. Supplier & Stakeholder Coordination

Analyze supplier performance (OTIF, lead times, quality).

Support supplier reviews and improvement plans.

Work closely with procurement, warehousing, production, and logistics teams.

Provide analytical support for cross-functional projects.

7. Systems & Tools Management

Use ERP, WMS, TMS, and planning tools to extract and analyze data.



Maintain master data accuracy and integrity.
Support implementation of new systems or upgrades.
Develop user guides, training materials, and best-practice documentation.

Required Skills & Competencies

Technical Skills

Strong analytical and quantitative abilities.
Proficiency with Excel, BI tools (Power BI, Tableau), and data-analysis software.
Understanding of ERP, WMS, TMS, and supply chain planning systems.
Knowledge of forecasting, inventory management, and logistics processes.
Familiarity with Lean, Six Sigma, or continuous-improvement methodologies.

Soft Skills

Strong communication and presentation abilities.
Problem-solving mindset with attention to detail.
Ability to work cross-functionally and influence stakeholders.
Structured, organized, and proactive approach.
Curiosity, adaptability, and a drive for continuous improvement.

Qualifications & Experience

Degree in supply chain management, logistics, business analytics, or related field.
Experience in logistics, planning, procurement, or operations is an advantage.
Proficiency in data analysis and reporting tools.
Certifications (APICS, CSCP, Lean Six Sigma) are beneficial.

Key Performance Indicators (KPIs)

Forecast accuracy and demand-planning performance
Inventory turnover, stockout rates, and carrying-cost reduction
Transportation cost savings and service-level improvements
Process-improvement results and project impact
Data accuracy, reporting quality, and decisions support effectiveness
Stakeholder satisfaction and cross-functional collaboration



2.90. Logistics Planner

Transport Planning • Scheduling • Coordination • Operational Optimization

Position Overview

The Logistics Planner is responsible for planning, scheduling, and coordinating the movement of goods across the supply chain. This role ensures that transportation, warehousing, and distribution activities are executed efficiently, cost-effectively, and in line with customer requirements. The planner works closely with carriers, warehouses, suppliers, and internal teams to optimize routes, manage capacity, and resolve operational issues.

It's a role requiring strong organizational skills, analytical thinking, and the ability to manage fast-moving logistics operations.

Key Responsibilities

1. Transport Planning & Scheduling

Plan and schedule daily transport activities (road, air, sea, rail).

Optimize routes, loads, and carrier assignments to reduce cost and improve service.

Coordinate pick-ups, deliveries, and time-critical shipments.

Ensure compliance with transit times, customer SLAs, and regulatory requirements.

2. Coordination with Carriers & Partners

Liaise with carriers, freight forwarders, and logistics providers.

Confirm bookings, capacity availability, and transport documentation.

Monitor carrier performance and escalate delays or service issues.

Support tendering and carrier-selection processes.

3. Warehouse & Inventory Coordination

Align transport plans with warehouse operations and loading schedules.

Coordinate inbound and outbound flows to avoid congestion or delays.

Support inventory movements, replenishment, and stock transfers.

Ensure accurate communication between warehouse and transport teams.

4. Operational Monitoring & Issue Resolution

Track shipments in real time and proactively manage exceptions.

Resolve delays, disruptions, and last-minute changes.

Communicate updates to internal teams and customers.

Maintain contingency plans for urgent or high-risk shipments.

5. Documentation & Compliance

Prepare and verify transport documents (CMR, B/L, AWB, customs papers).

Ensure compliance with customs, safety, and transport regulations.

Maintain accurate records in TMS/ERP systems.

Support audits and regulatory inspections when required.

6. Cost Control & Optimization

Analyze transport costs and identify savings opportunities.

Support load consolidation, mode optimization, and route improvements.

Monitor fuel surcharges, accessorials, and carrier invoices.

Contribute to continuous-improvement initiatives.

7. Cross-Functional Collaboration

Work closely with customer service, procurement, production, and sales teams.

Provide logistics input for planning meetings and operational reviews.

Support new business implementations and logistics projects.



Ensure smooth communication across the supply chain.

Required Skills & Competencies

Technical Skills

Strong understanding of transport modes, logistics flows, and supply chain processes.

Proficiency with TMS, WMS, ERP, and planning tools.

Knowledge of customs procedures and transport regulations.

Ability to analyze data and optimize operational plans.

Familiarity with Incoterms, freight rates, and carrier networks.

Soft Skills

Excellent organizational and time-management abilities.

Strong communication and coordination skills.

Problem-solving mindset with high attention to detail.

Ability to work under pressure and manage multiple priorities.

Team-oriented, proactive, and customer-focused attitude.

Qualifications & Experience

Degree in logistics, supply chain management, business, or related field.

Experience in transport planning, dispatching, or logistics coordination is highly valued.

Proficiency with planning and tracking systems.

Certifications (Lean, APICS, logistics courses) are beneficial.

Key Performance Indicators (KPIs)

On-time delivery performance

Transport cost efficiency and savings

Route and load optimization metrics

Carrier performance and service levels

Accuracy of planning and documentation

Exception-handling and issue-resolution speed

Stakeholder satisfaction and communication quality



2.91. Inventory Control Specialist

Stock Accuracy • Warehouse Optimization • Data Integrity • Process Control

Position Overview

The Inventory Control Specialist is responsible for maintaining accurate inventory levels, monitoring stock movements, and ensuring the integrity of warehouse data and processes. This role performs cycle counts, investigates discrepancies, analyzes inventory trends, and supports continuous improvement initiatives. Working closely with warehouse, procurement, and planning teams, the specialist ensures that inventory is reliable, traceable, and aligned with operational needs.

It's a role requiring analytical discipline, strong attention to detail, and a deep understanding of warehouse operations.

Key Responsibilities

1. Inventory Accuracy & Stock Control

Maintain accurate inventory records in WMS/ERP systems.

Perform daily, weekly, and monthly cycle counts.

Investigate and resolve stock discrepancies, variances, and missing items.

Ensure proper labeling, binning, and stock identification.

2. Warehouse Coordination

Work closely with warehouse teams to ensure correct receiving, put-away, picking, and shipping processes.

Verify that stock movements follow established procedures.

Support slotting optimization and warehouse layout improvements.

Monitor FIFO/FEFO compliance and product-rotation standards.

3. Data Integrity & Reporting

Update inventory transactions, adjustments, and corrections in real time.

Prepare inventory reports, KPIs, and variance analyses.

Monitor slow-moving, obsolete, or excess stock.

Support audits and provide documentation for internal and external reviews.

4. Process Improvement

Identify root causes of inventory errors and propose corrective actions.

Support Lean, 5S, and continuous-improvement initiatives.

Recommend improvements to receiving, picking, packing, and storage processes.

Assist in implementing new systems, tools, or workflows.

5. Compliance & Quality Assurance

Ensure compliance with company policies, safety standards, and regulatory requirements.

Support quality checks for damaged, expired, or non-conforming goods.

Maintain traceability for serialized, batch-controlled, or regulated products.

Participate in year-end physical inventory counts.

6. Cross-Functional Collaboration

Coordinate with procurement, planning, production, and customer service teams.

Provide inventory insights for forecasting, replenishment, and order fulfillment.

Communicate discrepancies, risks, and improvement opportunities.

Support customer audits and client reporting (in 3PL environments).

Required Skills & Competencies

Technical Skills



Strong understanding of warehouse operations and inventory-control processes.
Proficiency with WMS, ERP, and inventory-management tools.
Ability to analyze data and identify trends or discrepancies.
Knowledge of cycle counting, stock rotation, and warehouse best practices.
Familiarity with barcoding, scanning, and RF technologies.

Soft Skills

High attention to detail and accuracy.
Strong problem-solving and analytical mindset.
Clear communication and teamwork abilities.
Ability to work independently and manage multiple priorities.
Reliability, discipline, and a continuous-improvement attitude.

Qualifications & Experience

Degree or training in logistics, supply chain, business, or related field.
Experience in inventory control, warehousing, or logistics is highly valued.
Proficiency with WMS/ERP systems (SAP, Oracle, Manhattan, etc.).
Certifications (APICS, Lean, Six Sigma) are beneficial.

Key Performance Indicators (KPIs)

Inventory accuracy rate
Cycle-count completion and variance resolution
Stock-discrepancy reduction
Data-entry accuracy and timeliness
Warehouse efficiency and space utilization
Compliance with FIFO/FEFO and quality standards
Stakeholder satisfaction and communication quality



2.92. Demand Planner

Forecasting • S&OP • Inventory Alignment • Market & Data Analysis

Position Overview

The Demand Planner is responsible for developing accurate demand forecasts, analyzing market trends, and ensuring alignment between sales, operations, and supply chain teams. This role supports the Sales & Operations Planning (S&OP) process, drives forecast accurate improvements, and helps optimize inventory levels and service performance. The Demand Planner transforms data into insights that guide production, procurement, and distribution decisions.

It's a role requiring analytical rigor, cross-functional collaboration, and strong business acumen.

Key Responsibilities

1. Forecasting & Demand Planning

Develop short-, medium-, and long-term demand forecasts using statistical models and business intelligence.

Analyze historical sales, seasonality, promotions, and market trends.

Adjust forecasts based on customer insights, sales input, and supply constraints.

Monitor forecast accuracy and implement continuous-improvement actions.

2. S&OP (Sales & Operations Planning)

Prepare demand-planning inputs for monthly S&OP cycles.

Collaborate with sales, marketing, finance, and supply chain teams to align on a consensus forecast.

Present forecast assumptions, risks, and opportunities.

Support scenario planning and demand-shaping strategies.

3. Inventory & Supply Alignment

Ensure demand forecasts support optimal inventory levels and service performance.

Identify risks of stockouts, overstocks, and excess inventory.

Work with supply planners to balance demand with production and procurement capacity.

Support replenishment strategies and safety-stock calculations.

4. Market, Customer & Product Analysis

Analyze customer behavior, order patterns, and demand variability.

Monitor product launches, phase-ins, and phase-outs.

Evaluate promotional impacts and new-product forecasts.

Provide insights into commercial teams on demand trends and opportunities.

5. Data Management & Reporting

Maintain accurate master data in planning systems (ERP, APS, forecasting tools).

Develop dashboards and KPIs to track forecast performance.

Prepare reports for management and cross-functional teams.

Ensure data integrity and continuous improvement of planning processes.

6. Cross-Functional Collaboration

Work closely with sales, marketing, procurement, production, logistics, and finance.

Communicate forecast changes, risks, and opportunities proactively.

Support customer-service teams with demand insights and availability updates.

Participate in cross-functional improvement projects.

Required Skills & Competencies



Technical Skills

Strong analytical and statistical skills.

Proficiency with forecasting tools, ERP/APS systems, and BI platforms (Power BI, Tableau).

Understanding of supply chain processes, inventory management, and S&OP.

Ability to interpret large datasets and translate them into actionable insights.

Familiarity with Excel modeling, demand algorithms, and planning methodologies.

Soft Skills

Strong communication and stakeholder-management abilities.

Business acumen and commercial awareness.

High attention to detail and structured thinking.

Ability to work cross-functionally and influence decisions.

Proactive, curious, and improvement-oriented mindset.

📌 Qualifications & Experience

Degree in supply chain management, business, economics, statistics, or related field.

Experience in demand planning, forecasting, or supply chain analytics is highly valued.

Proficiency with planning systems (SAP IBP, Oracle, Kinaxis, OMP, etc.).

Certifications (APICS CPIM/CSCP, IBF, Lean Six Sigma) are beneficial.

💡 Key Performance Indicators (KPIs)

Forecast accuracy (MAPE, bias, error reduction)

Inventory turnover and service-level performance

Stockout and excess-inventory reduction

S&OP alignment and forecast-cycle quality

Promotional forecast accuracy

Data integrity and reporting quality

Cross-functional collaboration effectiveness



2.93. Freight Billing Specialist

Billing Accuracy • Freight Audit • Documentation Control • Customer & Carrier Coordination

Position Overview

The Freight Billing Specialist is responsible for preparing, validating, and issuing freight invoices based on transportation activities, contracts, and supporting documentation. This role ensures billing accuracy, resolves discrepancies, manages freight-audit processes, and supports financial and operational teams with timely and reliable billing information. The specialist acts as a key link between operations, finance, carriers, and customers.

It's a role requiring strong attention to detail, analytical thinking, and a deep understanding of logistics processes.

Key Responsibilities

1. Freight Billing & Invoicing

Prepare and issue freight invoices based on shipment data, tariffs, and contractual rates.

Validate charges for transportation, accessorial, surcharges, and special services. Ensure invoices are complete, accurate, and compliant with customer requirements. Process billing in ERP/TMS systems within defined timelines.

2. Documentation Review & Verification

Review supporting documents such as B/L, AWB, CMR, POD, rate sheets, and contracts.

Verify shipment details including weight, dimensions, mode, and service level. Ensure proper documentation is attached to invoices for customer audits. Maintain organized digital and physical billing records.

3. Freight Audit & Discrepancy Resolution

Investigate billing discrepancies, rate mismatches, and missing documentation. Coordinate with carriers, operations, and customer service to resolve issues. Validate carrier invoices and escalate inconsistencies. Support credit and rebilling processes when corrections are required.

4. Customer & Carrier Coordination

Communicate billing status, corrections, and clarifications to customers. Respond to billing inquiries in a timely and professional manner. Collaborate with carriers to confirm rates, surcharges, and accessorial charges. Support customer-specific billing formats and EDI requirements.

5. Reporting & Financial Support

Prepare billing reports, aging summaries, and KPI dashboards. Support month-end closing activities and revenue-recognition processes. Provide data for audits, financial reviews, and internal controls. Assist with continuous improvement of billing workflows and systems.

6. Compliance & Quality Assurance

Ensure billing practices comply with company policies, contracts, and regulatory requirements. Maintain high accuracy levels and minimize billing errors. Support internal and external audits with required documentation. Follow data-privacy and financial-control standards.



Required Skills & Competencies

Technical Skills

Strong understanding of freight rates, tariffs, and logistics billing processes.
Proficiency with TMS/ERP systems (SAP, Oracle, CargoWise, etc.).
Ability to interpret shipping documents (B/L, AWB, CMR, POD).
Solid Excel and data-analysis skills.
Familiarity with Incoterms, accessorial charges, and mode-specific billing rules.

Soft Skills

High attention to detail and accuracy.
Strong analytical and problem-solving abilities.
Clear communication and customer-service orientation.
Ability to work under pressure and manage tight deadlines.
Team-oriented, organized, and proactive mindset.

Qualifications & Experience

Degree or training in logistics, finance, accounting, or business administration.
Experience in freight billing, logistics finance, or transportation operations is highly valued.
Knowledge of freight modes (air, ocean, road, rail) and rate structures.
Familiarity with EDI billing and customer-specific billing portals is beneficial.

Key Performance Indicators (KPIs)

Billing accuracy rate
On-time invoice submission
Dispute resolution time and error reduction
Carrier-invoice validation accuracy
Billing cycle time and backlog reduction
Customer satisfaction and audit compliance
Quality of documentation and reporting



2.94. Documentation Specialist (B/L, Certificates)

Export & Import Documentation • Compliance • Customer Coordination • Data Accuracy

Position Overview

The Documentation Specialist is responsible for preparing, reviewing, and issuing all transport and regulatory documents required for international shipments, including Bills of Lading (B/L), Certificates of Origin, commercial documents, and compliance paperwork. This role ensures accuracy, regulatory compliance, and timely document release to customers, carriers, and authorities. The specialist acts as a key link between operations, customer service, carriers, and customs-related entities.

It's a role requiring precision, regulatory awareness, and strong communication skills.

Key Responsibilities

1. Preparation & Issuance of Transport Documents

Prepare and issue Bills of Lading (Master B/L, House B/L, Seaway Bill).

Verify shipping instructions, cargo details, Incoterms, and customer requirements.

Ensure accuracy of vessel/voyage details, container numbers, weights, and HS codes.

Coordinate with carriers for draft approvals and final B/L release.

2. Certificates & Regulatory Documentation

Prepare Certificates of Origin (CO, EUR.1, ATR, Form A) and liaise with chambers of commerce.

Issue cargo-specific certificates (fumigation, phytosanitary, insurance, quality).

Ensure compliance with export/import regulations and trade agreements.

Support customers with legalization or embassy-certified documents when required.

3. Documentation Review & Validation

Review commercial invoices, packing lists, and shipping instructions for accuracy.

Validate data against booking confirmations, manifests, and operational records.

Identify discrepancies and coordinate corrections with internal teams.

Ensure all documents meet carrier, customs, and destination-country requirements.

4. Customer & Carrier Coordination

Communicate with customers regarding document drafts, approvals, and release status.

Coordinate with shipping lines, airlines, and trucking companies for document alignment.

Provide customers with timely updates and resolve documentation-related issues.

Support customer onboarding with documentation guidelines and templates.

5. Compliance & Risk Management

Ensure adherence to international trade regulations, sanctions, and export controls.

Verify compliance with SOLAS VGM, AMS/ACI/ENS filings, and customs requirements.

Maintain audit-ready documentation and support internal/external audits.

Follow company policies for data accuracy, confidentiality, and document retention.

6. System Updates & Data Integrity

Enter and maintain shipment data in TMS/ERP systems.

Upload documents to customer portals or EDI platforms.

Ensure accurate filing, archiving, and digital document management.

Support continuous improvement of documentation workflows.

Required Skills & Competencies



Technical Skills

Strong understanding of Bills of Lading, certificates, and international shipping documents.
Knowledge of Incoterms, customs procedures, and trade-compliance rules.
Proficiency with TMS/ERP systems (CargoWise, SAP, Oracle, etc.).
Ability to interpret commercial invoices, packing lists, and booking details.
Familiarity with chamber-of-commerce processes and export-control regulations.

Soft Skills

High attention to detail and accuracy.
Strong communication and customer-service orientation.
Ability to work under pressure and manage tight deadlines.
Problem-solving mindset and proactive approach.
Team-oriented, organized, and reliable.

📌 Qualifications & Experience

Degree or training in logistics, international trade, supply chain, or business administration.
Experience in freight documentation, export/import operations, or shipping is highly valued.
Knowledge of ocean, air, and road freight documentation requirements.
Certifications in international trade or customs compliance are beneficial.

💡 Key Performance Indicators (KPIs)

Document accuracy rate
On-time document issuance
Reduction of discrepancies and corrections
Compliance with carrier and regulatory requirements
Customer satisfaction and response time
Audit readiness and documentation completeness
Efficiency of document workflows and digital filing



2.95. Quality & Compliance Manager – Sea Freight

Regulatory Compliance • Process Excellence • Risk Management • Customer Assurance

Position Overview

The Quality & Compliance Manager for Sea Freight is responsible for ensuring that all ocean-freight operations comply with international regulations, carrier requirements, internal standards, and customer expectations. This role leads quality-management initiatives, oversees audits, manage risk, and drives continuous improvement across export, import, documentation, customs, and operational workflows.

It's a role requiring deep regulatory knowledge, strong analytical skills, and the ability to influence teams across the entire sea-freight lifecycle.

Key Responsibilities

1. Regulatory Compliance (Sea Freight)

Ensure compliance with international maritime regulations (SOLAS, VGM, IMDG, ISPS).

Monitor adherence to customs, trade-compliance, and export-control requirements.

Maintain up-to-date knowledge of carrier rules, port regulations, and global trade changes.

Oversee compliance with Incoterms, documentation standards, and contractual obligations.

2. Quality Management & Process Excellence

Develop, implement, and maintain the Quality Management System (QMS) for sea-freight operations.

Standardize processes across booking, documentation, cargo handling, and customer service.

Lead continuous-improvement initiatives using Lean, Six Sigma, or Kaizen methodologies.

Monitor KPIs and drive corrective and preventive actions (CAPA).

3. Audit & Risk Management

Plan and conduct internal audits for sea-freight processes and documentation accuracy.

Coordinate external audits (ISO, customs, regulatory bodies, customers).

Identify operational risks and implement mitigation strategies.

Investigate non-conformities and ensure timely resolution.

4. Training & Competency Development

Train staff on compliance with requirements, SOPs, and quality standards.

Develop training materials for IMDG, VGM, documentation accuracy, and process compliance.

Support onboarding of new employees with compliance-focused training.

Promote a culture of quality, safety, and regulatory awareness.

5. Documentation & Data Integrity

Ensure accuracy and completeness of Bills of Lading, certificates, and customs documents.

Oversee data quality in TMS/ERP systems and customer portals.

Validate that operational teams follow SOPs for data entry, filing, and document release.

Support digitalization and automation of compliance workflows.



6. Customer & Stakeholder Coordination

Serve as the compliance point of contact for key customers, carriers, and authorities.
Support customer audits, RFQs, and quality-related inquiries.
Provide compliance reports, performance dashboards, and improvement plans.
Collaborate with operations, sales, procurement, and management teams.

7. Incident & Claims Management

Investigate cargo incidents, documentation errors, and service failures.
Coordinate with carriers, insurers, and internal teams to resolve claims.
Implement preventive measures to reduce recurrence.
Maintain incident logs and trend analyses.

Required Skills & Competencies

Technical Skills

Strong knowledge of sea-freight operations, carrier processes, and maritime regulations.
Understanding of IMDG, SOLAS VGM, customs procedures, and trade-compliance rules.
Experience with QMS, ISO standards, and audit methodologies.
Proficiency with TMS/ERP systems (CargoWise, SAP, etc.).
Ability to analyze data, identify trends, and drive process improvements.

Soft Skills

Strong communication and stakeholder-management abilities.
High attention to detail and accuracy.
Analytical, structured, and solution-oriented mindset.
Ability to influence teams and lead changes.
Professionalism, integrity, and a continuous-improvement attitude.

Qualifications & Experience

Degree in logistics, supply chain, international trade, or quality management.
Experience in sea-freight operations, compliance, or quality roles is highly valued.
Certifications such as ISO Lead Auditor, Lean Six Sigma, or IMDG training are beneficial.
Strong understanding of global trade regulations and maritime compliance frameworks.

Key Performance Indicators (KPIs)

Compliance rate with regulatory and customer requirements
Documentation accuracy (B/L, certificates, customs data)
Audit results and non-conformity reduction
CAPA implementation speed and effectiveness
Customer satisfaction and complaint reduction
Process-improvement impact and efficiency gains
Data-quality metrics in TMS/ERP systems



2.96. Sustainability & Emissions Analyst (Maritime)

Decarbonization • ESG Reporting • Emissions Monitoring • Regulatory Compliance

Position Overview

The Sustainability & Emissions Analyst (Maritime) is responsible for monitoring, analyzing, and reporting environmental performance across vessel operations, with a focus on greenhouse-gas emissions, energy efficiency, and compliance with international maritime sustainability regulations. This role supports decarbonization strategies, evaluates operational and technical improvement opportunities, and ensures accurate reporting to internal stakeholders, customers, and regulatory bodies. It's a role requiring analytical rigor, maritime understanding, and a passion for sustainability.

Key Responsibilities

1. Emissions Monitoring & Data Analysis

Collect, validate, and analyze vessel emissions data (CO₂, NO_x, SO_x, PM, methane). Monitor fuel consumption, energy-efficiency indicators, and voyage performance. Maintain emissions databases and dashboards for internal and external reporting. Identify trends, anomalies, and improvement opportunities.

2. Regulatory Compliance (IMO & Regional)

Ensure compliance with IMO DCS, EU ETS, EU MRV, CII, EEXI, and other environmental regulations.

Prepare and submit required emissions reports to authorities and classification societies.

Track regulatory changes and assess their operational and financial impact.

Support audits and verification processes with accredited verifiers.

3. Decarbonization & Sustainability Initiatives

Evaluate technical and operational measures to reduce emissions (slow steaming, routing, hull optimization, alternative fuels).

Support feasibility studies for new technologies (wind-assist, shore power, carbon capture).

Contribute to company sustainability strategies and net-zero roadmaps.

Collaborate with fleet teams to implement energy-efficiency measures.

4. ESG Reporting & Customer Support

Prepare sustainability metrics for ESG reports, customer scorecards, and tenders.

Provide emissions calculations for customer shipments (CO₂ per TEU, per ton-mile, etc.).

Support customer inquiries related to carbon footprint and green-logistics solutions.

Contribute to sustainability certifications and industry initiatives.

5. Tools, Systems & Digitalization

Use emissions-monitoring platforms, voyage-optimization tools, and MRV/DCS systems.

Support implementation of digital tools for real-time emissions tracking.

Ensure data integrity across TMS, fleet-management, and environmental systems.

Develop automated reporting and analytics dashboards.

6. Cross-Functional Collaboration

Work closely with fleet operations, technical management, procurement, and commercial teams.



Support fuel-procurement teams with emissions-factor analysis and alternative-fuel evaluations.
Collaborate with ports, terminals, and partners on sustainability initiatives.
Provide training and awareness sessions on emissions and environmental compliance.

Required Skills & Competencies

Technical Skills

Strong understanding of maritime emissions regulations (IMO, EU MRV, ETS, CII, EEXI).
Knowledge of marine fuels, energy-efficiency measures, and vessel operations.
Proficiency in data analysis, BI tools, and emission monitoring software.
Ability to interpret technical reports, fuel data, and voyage performance metrics.
Familiarity with ESG frameworks and sustainability reporting standards.

Soft Skills

Analytical, detail-oriented, and structured.
Strong communication and stakeholder-management abilities.
Ability to translate complex data into clear insights.
Proactive, curious, and improvement-driven mindset.
Passion for sustainability and maritime innovation.

Qualifications & Experience

Degree in environmental science, maritime studies, engineering, sustainability, or related field.
Experience in maritime operations, environmental compliance, or emissions analysis is highly valued.
Proficiency with emissions-monitoring tools (MRV/DCS platforms, fleet-performance systems).
Certifications in sustainability, ESG, or energy management are beneficial.

Key Performance Indicators (KPIs)

Accuracy and completeness of emissions reporting
Compliance with IMO DCS, EU MRV, ETS, CII, and EEXI requirements
Reduction in emissions intensity (per voyage, per ton-mile, per TEU)
Quality of sustainability insights and recommendations
Contribution to decarbonization initiatives and project outcomes
Data-quality metrics and system-integration performance
Customer satisfaction with sustainability reporting



2.97. Marine Insurance Specialist

Risk Assessment • Claims Management • Policy Administration • Maritime Compliance

Position Overview

The Marine Insurance Specialist is responsible for managing and coordinating all aspects of marine insurance coverage, including hull & machinery, P&I, cargo insurance, liability coverage, and operational risk assessments. This role ensures that vessels, cargo, and maritime operations are adequately protected, compliant with international regulations, and supported through efficient claims handling. The specialist acts as a key advisor to internal teams, customers, and external partners. It's a role requiring strong analytical skills, maritime understanding, and the ability to navigate complex insurance frameworks.

Key Responsibilities

1. Insurance Policy Management

Arrange and maintain marine insurance policies (Hull & Machinery, P&I, Cargo, Charterers' Liability, Freight Forwarder Liability).

Review policy terms, conditions, deductibles, and coverage limits.

Coordinate renewals, endorsements, and policy adjustments.

Ensure compliance with contractual and regulatory insurance requirements.

2. Risk Assessment & Advisory

Assess operational risks related to vessels, cargo, routes, and port operations.

Provide insurance guidance to commercial, operations, and legal teams.

Evaluate customer or vendor insurance requirements and recommend appropriate coverage.

Support risk-mitigation initiatives and loss-prevention strategies.

3. Claims Handling & Incident Management

Manage marine claims from notification to settlement (cargo damage, collisions, grounding, pollution, general average).

Collect and review supporting documents (surveys, B/L, statements, photos, reports).

Liaise with insurers, P&I clubs, surveyors, adjusters, and legal advisors.

Track claim progress, negotiate settlements, and ensure timely resolution.

4. Documentation & Compliance

Maintain accurate insurance records, certificates, and policy documentation.

Issue insurance certificates (COI, cargo insurance certificates) as required.

Ensure compliance with international maritime regulations and insurance standards.

Support audits and provide documentation to authorities or classification societies.

5. Financial & Reporting Responsibilities

Monitor insurance costs, premiums, deductibles, and claims reserves.

Prepare insurance reports, KPIs, and loss-ratio analyses.

Support budgeting and cost-optimization initiatives.

Evaluate insurer performance and market competitiveness.

6. Stakeholder & Customer Coordination

Act as the primary point of contact for insurance-related inquiries.

Support customers with cargo-insurance options and claims guidance.

Collaborate with brokers, underwriters, P&I clubs, and legal teams.

Provide training to internal teams on insurance procedures and risk awareness.



Required Skills & Competencies

Technical Skills

Strong knowledge of marine insurance products and maritime risk.
Understanding shipping operations, Incoterms, cargo flows, and vessel types.
Familiarity with P&I rules, H&M policies, and cargo-insurance frameworks.
Ability to interpret contracts, policy wording, and legal documentation.
Proficiency with claim management systems and insurance platforms.

Soft Skills

Strong analytical and problem-solving abilities.
Excellent communication and negotiation skills.
High attention to detail and accuracy.
Ability to work under pressure and manage multiple cases.
Professionalism, integrity, and customer-focused mindset.

Qualifications & Experience

Degree in maritime studies, insurance, law, logistics, or business administration.
Experience in marine insurance, shipping operations, or risk management is highly valued.
Certifications in insurance (e.g., CII, ANZIIF) are beneficial.
Knowledge of international maritime law and insurance regulations.

Key Performance Indicators (KPIs)

Claims resolution time and settlement accuracy
Loss-ratio improvement and cost-control performance
Policy accuracy, compliance, and renewal efficiency
Customer satisfaction and stakeholder feedback
Quality of risk assessments and advisory support
Documentation completeness and audit readiness
Effectiveness of insurer and P&I club coordination



2.98. Risk & Compliance Officer

Governance • Regulatory Compliance • Risk Management • Internal Controls

Position Overview

The Risk & Compliance Officer is responsible for identifying, assessing, and mitigating operational, legal, and regulatory risks across the organization. This role ensures compliance with internal policies, industry standards, and applicable laws while supporting continuous improvement of processes and controls. The officer works closely with operational teams, management, and external stakeholders to maintain a strong compliance culture and reduce exposure to financial, operational, and reputational risks.

It's a role requiring analytical rigor, integrity, and the ability to influence teams across the business.

Key Responsibilities

1. Regulatory Compliance Management

Monitor compliance with industry regulations (maritime, logistics, customs, trade, data protection).

Ensure adherence to internal policies, SOPs, and corporate governance standards.

Track regulatory changes and assess their operational impact.

Support implementation of compliance frameworks (ISO, AEO, AML/KYC, sanctions).

2. Risk Assessment & Mitigation

Conduct risk assessments across operational, financial, and strategic areas.

Identify vulnerabilities and propose mitigation strategies.

Maintain risk registers and support enterprise risk-management processes.

Evaluate third-party risks (vendors, carriers, agents, partners).

3. Internal Controls & Process Governance

Develop, implement, and monitor internal controls to prevent fraud, errors, and non-compliance.

Review operational workflows for gaps or inefficiencies.

Support continuous-improvement initiatives to strengthen governance.

Ensure proper documentation and audit trails across all processes.

4. Audit & Investigation

Conduct internal audits of operational, financial, and compliance processes.

Coordinate external audits (regulatory, customer, certification bodies).

Investigate incidents, breaches, or irregularities and recommend corrective actions.

Prepare audit reports and follow up on action plans.

5. Training & Awareness

Develop and deliver compliance training (ethics, anti-corruption, data protection, trade compliance).

Promote a culture of transparency, accountability, and ethical behavior.

Support onboarding new employees with compliance-focused modules.

6. Reporting & Documentation

Prepare compliance reports, risk dashboards, and management summaries.

Maintain documentation for audits, certifications, and regulatory filings.

Track KPIs related to compliance, risk, and internal controls.

Support incident reporting and escalation procedures.

7. Cross-Functional Collaboration



Work closely with operations, HR, finance, legal, procurement, and IT.
Provide guidance on compliance requirements for new projects or customers.
Support contract reviews and ensure alignment with regulatory obligations.
Act as a trusted advisor to management on risk and compliance matters.

Required Skills & Competencies

Technical Skills

Strong understanding of compliance frameworks, risk-management principles, and internal controls.

Knowledge of logistics, maritime, customs, or supply-chain regulations.

Experience with audit methodologies and risk-assessment tools.

Ability to interpret legal, regulatory, and contractual requirements.

Proficiency with ERP/TMS systems and reporting tools.

Soft Skills

High integrity, professionalism, and ethical judgment.

Strong analytical and problem-solving abilities.

Excellent communication and stakeholder-management skills.

Ability to influence without authority and drive behavioral change.

Attention to detail and structured thinking.

Qualifications & Experience

Degree in law, business, logistics, risk management, or related field.

Experience in compliance, risk management, audit, or governance roles is highly valued.

Certifications such as ISO Lead Auditor, CCEP, CRMA, or AML/KYC are beneficial.

Knowledge of maritime or logistics operations is a strong advantage.

Key Performance Indicators (KPIs)

Compliance rate with internal and external requirements

Audit results and reduction of non-conformities

Effectiveness of risk-mitigation actions

Timeliness and quality of reporting

Training completion and awareness levels

Incident reduction and response effectiveness

Strength of internal controls and governance maturity



2.99. Maritime Systems Analyst

Digital Systems • Data Integration • Maritime Operations • Technology Optimization

Position Overview

The Maritime Systems Analyst is responsible for supporting, optimizing, and maintaining digital systems used across maritime logistics operations. This includes vessel-management platforms, port-call systems, cargo-tracking tools, EDI/API integrations, and maritime compliance applications. The analyst ensures that systems are reliable, data flows are accurate, and users receive the technical and operational support needed to run safe and efficient maritime operations.

It's a role requiring strong technical capability, maritime understanding, and the ability to translate operational needs into digital solutions.

Key Responsibilities

1. Systems Support & Optimization

Maintain and support maritime digital platforms (VMS, TMS, port-call systems, fleet-performance tools).

Troubleshoot system issues and coordinate with vendors, IT teams, and operational users.

Monitor system performance and implement enhancements or configuration changes. Ensure system availability, stability, and data integrity.

2. Data Integration & Digital Connectivity

Manage EDI/API integrations with carriers, ports, terminals, customs, and partners.

Ensure accurate data exchange for schedules, manifests, B/L data, port calls, and cargo status.

Support digitalization initiatives such as blockchain, IoT sensors, and smart-port solutions.

Validate data quality and resolve discrepancies across systems.

3. Operational Process Analysis

Analyze maritime workflows (vessel scheduling, port calls, cargo handling, documentation).

Identify digital gaps, inefficiencies, and automation opportunities.

Collaborate with operations teams to streamline processes using technology.

Support implementation of new digital tools and maritime platforms.

4. User Training & Support

Provide training to vessel teams, port staff, and logistics personnel on system usage.

Develop user guides, SOPs, and best-practice documentation.

Act as the first point of contact for system-related questions and incidents.

Promote digital adoption and user confidence across the organization.

5. Compliance & Cybersecurity

Ensure systems comply with maritime regulations (IMO, SOLAS, ISPS, MRV/DCS).

Support cybersecurity protocols for vessel and shore-based systems.

Maintain audit-ready documentation for digital processes and data flows.

Assist with regulatory reporting (emissions, port-call data, cargo declarations).

6. Project Management & Innovation

Support digital-transformation projects, system upgrades, and new technology rollouts.

Participate in vendor evaluations, testing, and system acceptance.



Monitor emerging maritime technologies (AI routing, digital twins, autonomous systems).
Provide insights on management on digital trends and improvement opportunities.

Required Skills & Competencies

Technical Skills

Strong understanding of maritime operations, port processes, and vessel workflows.
Experience with maritime systems (VMS, TOS, TMS, EDI platforms, fleet-performance tools).

Knowledge of API/EDI integrations and data-exchange standards.

Proficiency with analytics tools, dashboards, and reporting systems.

Familiarity with cybersecurity principles and maritime digital regulations.

Soft Skills

Strong analytical and problem-solving abilities.

Clear communication and ability to translate technical concepts for non-technical users.

Collaborative mindset with cross-functional teams.

High attention to detail and structured thinking.

Curiosity, adaptability, and passion for digital innovation.

Qualifications & Experience

Degree in maritime studies, IT, logistics, engineering, or related field.

Experience in maritime operations, digital systems, or IT support is highly valued.

Knowledge of port-call processes, vessel operations, or cargo-tracking systems.

Certifications in IT, project management, or maritime digitalization are beneficial.

Key Performance Indicators (KPIs)

System uptime and performance stability

Data-quality accuracy across integrations

User satisfaction and training effectiveness

Reduction in manual processes and digital gaps

Successful implementation of digital projects

Compliance with maritime digital regulations

Efficiency improvements in port and vessel workflows



2.100. Digital Freight Platform Manager (Maritime)

Platform Strategy • Digital Operations • Carrier Connectivity • Customer Experience

Position Overview

The Digital Freight Platform Manager oversees the development, performance, and continuous improvement of digital freight platforms used for ocean-freight booking, pricing, tracking, and customer interaction. This role ensures seamless integration with carriers, ports, terminals, and internal systems while driving adoption, automation, and digital customer experience. The manager acts as the bridge between maritime operations, IT, commercial teams, and external technology partners.

It's a role requiring strong digital acumen, maritime knowledge, and the ability to lead cross-functional transformation.

Key Responsibilities

1. Platform Ownership & Strategy

Lead the strategy, roadmap, and evolution of the digital freight platform (booking, pricing, visibility, documentation).

Ensure alignment with company goals, customer expectations, and maritime-industry trends.

Evaluate new features, technologies, and integrations to enhance platform capabilities.

Benchmark against digital leaders (carriers, digital forwarders, marketplaces).

2. Carrier & Partner Connectivity

Manage API/EDI integrations with ocean carriers, NVOCCs, terminals, and port-community systems.

Ensure accurate data exchange for schedules, rates, bookings, B/L data, and container tracking.

Coordinate with carriers to maintain digital-connectivity standards and service reliability.

Resolve data-quality issues and integration failures.

3. Digital Operations & Automation

Oversee digital booking flows, rate automation, and online documentation processes.

Drive automation of manual tasks (rate uploads, booking confirmations, tracking updates).

Monitor platform performance, uptime, and data accuracy.

Collaborate with operations teams to ensure digital processes align with real-world workflows.

4. Customer Experience & Adoption

Improve the digital customer journey from quotation to delivery.

Train customers and internal teams on platform features and best practices.

Monitor user behavior, feedback, and satisfaction to guide enhancements.

Develop onboarding materials, tutorials, and support documentation.

5. Data, Analytics & Reporting

Track platform KPIs (digital bookings, conversion rates, data accuracy, uptime).

Analyze customer usage patterns and identify improvement opportunities.

Provide insights to commercial and operational teams for decision-making.

Ensure data integrity across all digital touchpoints.

6. Compliance & Cybersecurity



Ensure platform compliance with maritime regulations (SOLAS VGM, AMS/ACI/ENS filings, MRV/DCS where applicable).

Work with IT and cybersecurity teams to protect data and digital infrastructure.

Maintain audit-ready documentation for digital processes and integrations.

7. Project Management & Stakeholder Leadership

Lead digital-transformation projects related to freight automation and maritime connectivity.

Coordinate with IT, product, operations, sales, and external vendors.

Manage budgets, timelines, and vendor performance.

Support change-management initiatives across the organization.

🔗 Required Skills & Competencies

Technical Skills

Strong understanding of maritime logistics, ocean-freight processes, and carrier operations.

Experience with digital freight platforms, TMS, booking systems, and visibility tools.

Knowledge of API/EDI standards (EDIFACT, ANSI X12, DCSA standards).

Familiarity with rate management, booking flows, and container-tracking systems.

Proficiency with analytics tools and digital-product methodologies.

Soft Skills

Strong leadership and stakeholder-management abilities.

Excellent communication and ability to translate technical concepts for non-technical users.

Analytical, structured, and solution-oriented mindset.

Customer-centric approach with a passion for digital experience.

Adaptability, curiosity, and a drive for innovation.

🏠 Qualifications & Experience

Degree in maritime studies, logistics, IT, digital business, or related field.

Experience in ocean freight, digital logistics, or platform management is highly valued.

Background in product management, digital operations, or maritime systems is a strong advantage.

Certifications in project management, agile, or digital-product development are beneficial.

💡 Key Performance Indicators (KPIs)

Digital booking adoption rate

Platform uptime and data-quality accuracy

API/EDI integration success rate

Customer satisfaction and digital-experience scores

Reduction in manual processes and operational errors

Conversion rates (quote → booking → shipment)

Speed of feature deployment and project delivery



2.101. EDI Specialist (Shipping)

(Electronic Data Interchange – Logistics & Freight Operations)

Position Summary

The EDI Specialist (Shipping) ensures the seamless electronic exchange of shipping, customs, and logistics data between the company, carriers, freight forwarders, customers, and regulatory authorities. This role maintains, monitors, and optimizes EDI workflows to guarantee data accuracy, operational continuity, and compliance across the shipping lifecycle. The specialist acts as a bridge between IT, operations, customer service, and external partners to support efficient, error-free digital transactions.

Key Responsibilities

1. EDI Operations & Transaction Management

- Monitor daily EDI traffic for shipping, booking, manifest, and customs messages (e.g., EDIFACT, ANSI X12, Cargo-IMP, Cargo-XML).
- Validate, troubleshoot, and resolve EDI transmission errors, mapping issues, and failed transactions.
- Ensure timely and accurate processing of messages such as:
 - IFTMIN (Booking)
 - IFTMAN (Shipping Instructions)
 - IFCSUM (Manifest)
 - CUSCAR / CUSDEC (Customs)
 - DESADV / ORDERS / INVOIC (Commercial flows)
- Maintain EDI schedules, acknowledgements, and partner-specific requirements.

2. Partner Integration & Support

- Onboard new EDI trading partners (carriers, terminals, 3PLs, customers, customs authorities).
- Configure and test EDI connections (AS2, SFTP, API, VAN, Web Services).
- Collaborate with partners to ensure compliance with message standards and operational SLAs.
- Provide technical and functional support to internal teams and external stakeholders.

3. Mapping, Configuration & System Maintenance

- Create, update, and maintain EDI maps, translation rules, and workflows.
- Work with IT or external EDI providers to implement new message types or enhancements.
- Maintain documentation for EDI processes, mapping logic, and partner specifications.
- Support upgrades, migrations, and system testing for EDI platforms.

4. Data Quality, Compliance & Reporting

- Ensure data integrity across shipping, customs, and billing processes.
- Support compliance with regulatory frameworks (ICS2, AMS, ACI, ENS, eManifest, etc.).
- Generate operational reports on EDI performance, error trends, and partner compliance.
- Contribute to continuous improvement initiatives to reduce manual interventions and exceptions.

5. Cross-Functional Collaboration



- Work closely with:
 - Shipping & logistics operations
 - Customer service
 - IT / Digital transformation teams
 - Finance & billing
 - Customs compliance
- Translate operational needs into EDI requirements and digital workflows.

Required Qualifications

Education & Experience

- Bachelor's degree in IT, Logistics, Supply Chain, or related field (or equivalent experience).
- 2–5 years of experience in EDI operations within shipping, freight forwarding, or logistics.
- Experience with EDIFACT, ANSI X12, XML, JSON, or similar data formats.

Technical Skills

- Strong knowledge of EDI platforms (e.g., Seeburger, OpenText, Cleo, IBM Sterling, Lobster).
- Familiarity with shipping and customs message standards.
- Understanding communication protocols (AS2, SFTP, FTP, API, VAN).
- Ability to read and interpret mapping logic and data transformation rules.
- Proficiency in Excel, SQL basics, and data validation tools.

Soft Skills

- Strong analytical and problem-solving abilities.
- Excellent communication and stakeholder management.
- High attention to detail and data accuracy.
- Ability to work under pressure in a fast-paced logistics environment.
- Proactive mindset with a continuous improvement orientation.

Preferred Qualifications

- Experience in sea freight, air cargo, or multimodal shipping environments.
- Knowledge of TMS, WMS, or ERP systems (CargoWise, SAP TM, Navis, Descartes, etc.).
- Exposure to customs compliance frameworks (ICS2, ACE, ACI, ENS).
- Basic scripting or automation experience (Python, PowerShell, or similar).

Key Performance Indicators (KPIs)

- EDI transaction success rate
- Error resolution time
- Partner onboarding lead time
- Reduction of manual interventions
- Compliance with regulatory message requirements
- Internal stakeholder satisfaction

Working Conditions

- Office or hybrid environment depending on company policy.
- Occasional after-hours support during partner onboarding or system incidents.
- Collaboration with global partners across multiple time zones.

Why This Role Matters

The EDI Specialist (Shipping) is essential for ensuring digital continuity across the supply chain. Accurate, timely electronic data exchange reduces delays, prevents



customs penalties, enhances customer satisfaction, and supports the company's digital transformation journey.



2.102. Data Analyst (Sea Freight)

Analytics • Operations • Performance Management

Position Summary

The Data Analyst (Sea Freight) transforms operational, commercial, and financial data into actionable insights that improve service reliability, cost efficiency, and customer satisfaction across the ocean freight lifecycle. This role supports decision-making for capacity planning, carrier performance, port operations, transit times, demurrage/detention exposure, and end-to-end shipment visibility. The analyst collaborates closely with operations, procurement, finance, and digital teams to drive data-driven excellence.

Key Responsibilities

1. Operational & Performance Analytics

- Analyze sea freight operational data (bookings, load lists, manifests, transit times, port dwell, milestones).
- Monitor carrier performance (on-time departure/arrival, rollovers, schedule reliability).
- Track port and terminal KPIs (throughput, congestion, dwell time, cut-off adherence).
- Identify bottlenecks, delays, and root causes across the shipment lifecycle.
- Build dashboards and reports for operations, management, and customers.

2. Commercial & Cost Analytics

- Support procurement with carrier rate benchmarking and lane performance analysis.
- Analyze cost drivers such as demurrage, detention, storage, and surcharges.
- Evaluate profitability by lane, customer, trade, or service.
- Provide insights for tender responses, pricing decisions, and contract negotiations.

3. Data Quality & Process Optimization

- Ensure accuracy and consistency of sea freight data across TMS, ERP, and visibility platforms.
- Identify data gaps and propose corrective actions to improve data capture.
- Support automation initiatives (EDI, API, Milestone automation, exception management).
- Collaborate with IT to enhance data flows, integrations, and reporting tools.

4. Reporting & Visualization

- Develop dashboards in Power BI, Tableau, Qlik, or similar tools.
- Create automated reports for operational teams, management, and customers.
- Present insights in a clear, structured, and actionable manner.
- Maintain documentation for data models, KPIs, and reporting standards.

5. Cross-Functional Collaboration

- Work with:
 - Sea freight operations
 - Carrier management / procurement
 - Finance & billing
 - Customer service
 - Digital transformation / IT



- Translate business needs into analytical solutions and data products.

Required Qualifications

Education & Experience

- Bachelor's degree in data Analytics, Supply Chain, Logistics, Economics, or related field.
- 2–5 years of experience in data analysis, preferably in sea freight or logistics.
- Experience working with TMS/ERP systems (CargoWise, SAP TM, Navis, Descartes, etc.).

Technical Skills

- Strong proficiency in Excel (advanced formulas, Power Query, pivot tables).
- Experience with BI tools (Power BI, Tableau, Qlik).
- SQL knowledge for querying and transforming datasets.
- Understanding of sea freight processes, INCOTERMS, and carrier/port operations.
- Familiarity with EDI/API data structures (IFTMIN, IFCSUM, CUSCAR, etc.) is a plus.
- Ability to build data models and automate recurring reports.

Soft Skills

- Strong analytical and critical-thinking abilities.
- Excellent communication and presentation skills.
- High attention to detail and data accuracy.
- Ability to work in fast-paced, deadline-driven environments.
- Proactive mindset with a continuous improvement orientation.

Preferred Qualifications

- Experience with predictive analytics or forecasting models.
- Knowledge of Python or R for advanced analytics.
- Understanding of maritime regulations, port operations, and carrier networks.
- Experience with visibility platforms (project44, FourKites, CargoSmart, etc.).

Key Performance Indicators (KPIs)

- Accuracy and timeliness of reports and dashboards
- Reduction in operational exceptions and delays
- Carrier and lane performance improvements
- Data quality metrics (completeness, consistency, error reduction)
- Contribution to cost savings (demurrage/detention, procurement insights)
- Stakeholder satisfaction and adoption of analytical tools

Working Conditions

- Office or hybrid environment depending on company policy.
- Occasional support during peak operational periods or major disruptions.
- Collaboration with global teams across multiple time zones.

Why This Role Matters

Sea freight is increasingly data-driven. The Data Analyst (Sea Freight) ensures that decisions are based on facts, not assumptions - enabling better planning, stronger carrier relationships, reduced costs, and a more resilient supply chain.



2.103. IoT Container Tracking Specialist

Real-Time Visibility • Maritime IoT • Digital Operations

Position Summary

The IoT Container Tracking Specialist manages the deployment, monitoring, and optimization of IoT devices and digital tracking solutions across the company's container fleet and shipping operations. This role ensures real-time visibility of container location, condition, and security, enabling proactive decision-making, improved customer experience, and operational efficiency. The specialist collaborates with operations, IT, carriers, ports, and technology vendors to maintain reliable, compliant, and scalable IoT tracking ecosystems.

Key Responsibilities

1. IoT Device Deployment & Lifecycle Management

- Coordinate installation, activation, and deactivation of IoT tracking devices on containers (GPS, GSM/LTE, satellite, BLE, RFID, NB-IoT).
- Manage device inventory, firmware updates, battery health, and replacement cycles.
- Ensure devices are configured according to trade lane, customer, and regulatory requirements.
- Maintain accurate records of device assignments and container status.

2. Real-Time Tracking & Monitoring

- Monitor container location, movement, and condition (temperature, humidity, shock, door events).
- Validate data accuracy and troubleshoot anomalies or signal loss.
- Investigate and resolve tracking gaps, device failures, or communication issues.
- Support exception management for delays, route deviations, or security alerts.

3. Data Integration & System Optimization

- Work with IT to integrate IoT data into TMS, visibility platforms, and customer portals.
- Support API/EDI connections with carriers, terminals, and technology partners.
- Ensure data quality, consistency, and alignment with operational milestones.
- Contribute to the development of dashboards, alerts, and predictive analytics models.

4. Vendor & Partner Coordination

- Collaborate with IoT hardware and platform providers on device performance, SLAs, and upgrades.
- Coordinate with carriers, depots, and ports for device handling and compliance.
- Participate in pilot programs and technology evaluations for new IoT solutions.
- Review vendor reports and escalate recurring issues.

5. Compliance, Security & Risk Management

- Ensure IoT deployments comply with maritime regulations, customs rules, and data privacy standards.
- Monitor device usage in restricted regions or sensitive cargo categories.
- Support security protocols for tamper detection and cargo integrity.
- Maintain documentation for audits, certifications, and regulatory reporting.

6. Continuous Improvement & Innovation



- Identify opportunities to automate tracking workflows and reduce manual interventions.
- Analyze device performance trends and propose improvements.
- Support digital transformation initiatives related to smart containers, reefer monitoring, and predictive maintenance.
- Contribute to business cases for scaling IoT programs across fleets or regions.

Required Qualifications

Education & Experience

- Bachelor's degree in Logistics, Supply Chain, IT, Engineering, or related field.
- 2–5 years of experience in IoT, telematics, maritime operations, or logistics technology.
- Experience with container operations, vessel schedules, and port processes.

Technical Skills

- Understanding of IoT communication technologies (GPS, GSM/LTE, LoRaWAN, NB-IoT, satellite).
- Familiarity with visibility platforms (project44, FourKites, Orbcomm, Nexxiot, Traxens, etc.).
- Ability to interpret sensor data and troubleshoot device connectivity.
- Knowledge of APIs, EDI messages, and data integration workflows.
- Proficiency in Excel, dashboards, and basic data analysis.

Soft Skills

- Strong problem-solving and analytical mindset.
- Excellent communication with both technical and operational teams.
- High attention to detail and data accuracy.
- Ability to manage multiple priorities in a fast-moving environment.
- Proactive, curious, and comfortable with emerging technologies.

Preferred Qualifications

- Experience with reefer container monitoring or cold chain visibility.
- Knowledge of maritime cybersecurity and IoT security standards.
- Familiarity with TMS/ERP systems (CargoWise, SAP TM, Navis).
- Basic scripting or automation skills (Python, PowerShell).
- Experience with device lifecycle management platforms.

Key Performance Indicators (KPIs)

- Device uptime and data transmission reliability
- Tracking accuracy and reduction of visibility gaps
- Speed of issue resolution (device failures, signal loss)
- Inventory accuracy and device utilization rate
- Contribution to reduced exceptions and improved ETA accuracy
- Stakeholder satisfaction (operations, customers, vendors)

Working Conditions

- Office or hybrid environment depending on company policy.
- Occasional visits to depots, ports, or warehouses for device handling or audits.
- Collaboration with global teams and vendors across multiple time zones.

Why This Role Matters

IoT tracking is transforming maritime logistics. This role ensures that containers are not just moved, they are **visible, traceable, and intelligently monitored**, enabling a smarter, safer, and more efficient supply chain.



2.104. Automation & Robotics Specialist (Terminals)

Terminal Automation • Robotics • Smart Port Operations

Position Summary

The Automation & Robotics Specialist (Terminals) is responsible for implementing, maintaining, and optimizing automated systems and robotic technologies within port and terminal operations. This role ensures the safe, reliability, and efficient functioning of automated equipment such as ASCs, AGVs, STS cranes, automated gates, robotic inspection systems, and yard automation platforms. The specialist collaborates with engineering, IT, operations, OEMs, and digital transformation teams to drive terminal productivity and support the evolution toward smart, autonomous port operations.

Key Responsibilities

1. Automation System Management

- Monitor, maintain, and optimize automated terminal equipment (ASCs, AGVs, ARMGs, automated gates, OCR portals).
- Troubleshoot system faults, PLC issues, communication failures, and equipment downtime.
- Support the configuration and tuning of automation control systems.
- Coordinate preventive and corrective maintenance with engineering teams.

2. Robotics Deployment & Optimization

- Implement and maintain robotic solutions for container inspection, yard operations, equipment diagnostics, and safety monitoring.
- Support integration of robotic systems (drones, mobile robots, robotic arms) into terminal workflows.
- Analyze performance data to improve robotic efficiency and reliability.
- I am participating in pilot projects for emerging robotics technologies.

3. System Integration & Digital Infrastructure

- Work with IT and OEMs to integrate automation systems with TOS (e.g., Navis N4), SCADA, PLCs, and IoT platforms.
- Support API/EDI data flows between automated equipment and operational systems.
- Ensure synchronization between physical operations and digital command systems.
- Maintain documentation for system architecture, interfaces, and configurations.

4. Operational Support & Incident Response

- Provide real-time support during operational shifts to resolve automation incidents.
- Analyze root causes of equipment stoppages, misalignments, or control errors.
- Coordinate with operations to minimize downtime and maintain service levels.
- Support simulation and testing before operational changes or system upgrades.

5. Safety, Compliance & Risk Management

- Ensure automated and robotic systems comply with safety standards and port regulations.
- Support risk assessments for new automation deployments.
- Implement safety protocols for human-machine interaction zones.
- Maintain audit-ready documentation for inspections and certifications.

6. Continuous Improvement & Innovation



- Identify opportunities to enhance terminal productivity through automation.
- Contribute to digital transformation initiatives (digital twins, predictive maintenance, AI-driven optimization).
- Evaluate new technologies and participate in vendor selection.
- Support training programs for operators, technicians, and supervisors.

Required Qualifications

Education & Experience

- Bachelor's degree in Automation Engineering, Robotics, Mechatronics, Electrical Engineering, or related field.
- 3–5 years of experience in automation, robotics, or industrial control systems.
- Experience in port/terminal operations, manufacturing automation, or heavy equipment automation is highly valued.

Technical Skills

- Strong knowledge of PLCs, SCADA, and industrial control systems.
- Experience with automated terminal equipment (AGVs, ASCs, ARMGs, STS cranes).
- Familiarity with robotics platforms, sensors, machine vision, and IoT devices.
- Understanding communication protocols (CANbus, OPC UA, Modbus, Ethernet/IP).
- Ability to read electrical diagrams, control logic, and system schematics.
- Proficiency in data analysis tools for performance monitoring.

Soft Skills

- Strong analytical and troubleshooting abilities.
- Excellent communication with both technical and operational teams.
- High attention to detail and safety awareness.
- Ability to work under pressure in a 24/7 operational environment.
- Proactive, innovative mindset with a passion for automation.

Preferred Qualifications

- Experience with Navis N4 or other Terminal Operating Systems.
- Knowledge of autonomous vehicle systems and fleet management platforms.
- Experience with AI/ML applications in industrial automation.
- Familiarity with cybersecurity for OT environments.
- Vendor-specific experience (Konecranes, Kalmar, ZPMC, ABB, Siemens, etc.).

Key Performance Indicators (KPIs)

- Automation system uptime and reliability
- Reduction in equipment downtime and incident frequency
- Response time to automation faults
- Robotic system performance and utilization
- Successful completion of automation improvement projects
- Safety compliance and incident-free operation
- Stakeholder satisfaction (operations, engineering, management)

Working Conditions

- Terminal-based role with a mix of fieldwork and control-room/office work.
- Exposure to outdoor environments, heavy equipment, and 24/7 operations.
- Occasional travel for vendor meetings, training, or project deployments.
- Collaboration with global engineering and automation teams.

Why This Role Matters



Modern terminals rely on automation to achieve higher throughput, safer operations, and competitive efficiency. The Automation & Robotics Specialist ensures that these systems operate flawlessly, enabling the terminal to function as a high-performance, digitally enabled logistics hub.



2.105. Port Community System (PCS) Administrator

Digital Port Ecosystems • Data Exchange • Community Integration

Position Summary

The PCS Administrator manages, maintains, and optimizes the Port Community System, the digital platform that enables secure, real-time information exchange among shipping lines, terminals, freight forwarders, customs, port authorities, and inland transport providers. This role ensures system reliability, data accuracy, regulatory compliance, and seamless integration of all community stakeholders. The administrator acts as the operational and technical focal point for PCS functionality, user support, and continuous improvement.

Key Responsibilities

1. PCS Operations & System Management

- Monitor daily PCS performance, data flows, and transaction success rates.
- Ensure availability, stability, and security of the PCS platform.
- Manage user accounts, roles, permissions, and access rights.
- Coordinate system updates, patches, and maintenance windows with IT and vendors.
- Maintain documentation for system configurations, workflows, and interfaces.

2. Stakeholder Support & Community Coordination

- Serve as the primary point of contact for PCS users (shipping lines, agents, terminals, customs brokers, trucking companies, etc.).
- Provide functional and technical support, including troubleshooting and issue resolution.
- Conduct onboarding sessions, training, and user guidance for new stakeholders.
- Facilitate communication between community members and the PCS provider.

3. Data Exchange & Integration Management

- Oversee EDI/API integrations with community partners (e.g., IFTMIN, IFCSUM, CUSCAR, BAPLIE, COPRAR).
- Validate data quality, message formats, and compliance with PCS standards.
- Collaborate with IT teams to implement new interfaces, message types, or automation workflows.
- Monitor data exchange logs and resolve mapping or transmission errors.

4. Regulatory & Compliance Support

- Ensure PCS processes comply with port regulations, customs requirements, and national single-window frameworks.
- Support mandatory reporting flows (e.g., vessel arrival/departure, cargo manifests, dangerous goods notifications).
- Maintain audit-ready records for system access, data changes, and operational logs.
- Coordinate with customs and port authorities on regulatory updates.

5. Process Optimization & Digital Transformation

- Identify opportunities to streamline port processes through PCS enhancements.
- Participate in digitalization projects such as:
 - Smart port initiatives
 - Single window integration
 - Automated gate systems



- IoT and visibility platforms
- Support testing, pilot programs, and rollout of new PCS modules or features.
- Gather user feedback and translate it into functional requirements.

6. Reporting & Analytics

- Generate reports on PCS usage, performance, and community adoption.
- Track KPIs such as transaction success rate, user activity, and integration uptime.
- Provide insights to port management on digital process performance and bottlenecks.

Required Qualifications

Education & Experience

- Bachelor's degree in Logistics, IT, Supply Chain, Maritime Studies, or related field.
- 2–5 years of experience in port operations, PCS administration, EDI/API management, or digital logistics platforms.
- Experience working with port stakeholders (shipping lines, terminals, customs, inland transport).

Technical Skills

- Understanding of PCS platforms (e.g., Portbase, MCP, Dakosy, NxtPort, Logink, or similar).
- Knowledge of EDI/API standards used in maritime logistics.
- Familiarity with TOS, customs systems, and port authority platforms.
- Proficiency in Excel, data validation, and basic SQL or reporting tools.
- Understanding of cybersecurity principles and data privacy requirements.

Soft Skills

- Strong communication and stakeholder-management abilities.
- High attention to detail and data accuracy.
- Analytical mindset with strong problem-solving skills.
- Ability to work in a fast-paced, multi-stakeholder environment.
- Customer-oriented approach with a collaborative attitude.

Preferred Qualifications

- Experience with national single-window systems or maritime regulatory reporting.
- Knowledge of vessel call processes, cargo flows, and port logistics.
- Exposure to digital transformation or smart port initiatives.
- Basic scripting or automation experience (Python, PowerShell).
- Experience with ITIL or service management frameworks.

Key Performance Indicators (KPIs)

- PCS uptime and system reliability
- Transaction success rate and data quality
- User satisfaction and support response time
- Integration uptime and error resolution speed
- Adoption of PCS modules across the port community
- Compliance with regulatory reporting requirements

Working Conditions

- Office or hybrid environment depending on port authority policy.



- Occasional on-site presence at terminals, port authority offices, or stakeholder facilities.
- Collaboration with global vendors and community partners across time zones.
- Participation in after-hours support during major system updates or incidents.

Why This Role Matters

The PCS Administrator ensures that the port functions as a **connected, transparent, and digitally efficient ecosystem**. By enabling seamless data exchange, this role reduces delays, improves compliance, enhances customer experience, and strengthens the port's competitiveness in a global supply chain.



Management & Leadership Roles

2.106. Head of Ocean Freight

Executive Leadership • Global Trade • Carrier Strategy • Operational Excellence

Position Summary

The Head of Ocean Freight is responsible for leading the company's global or regional ocean freight product, ensuring commercial growth, operational performance, and strategic alignment with corporate objectives. This role oversees carrier management, procurement, pricing, product development, customer experience, and end-to-end operational execution. The leader drives profitability, service reliability, digital transformation, and compliance across all ocean freight activities, while guiding cross-functional teams toward a high-performance culture.

Key Responsibilities

1. Strategic Leadership & Business Development

- Define and execute the ocean freight strategy in alignment with corporate goals.
- Develop long-term plans for trade lane growth, market positioning, and product innovation.
- Identify new market opportunities, partnerships, and service offerings.
- Represent the ocean freight product in executive committees and strategic planning sessions.

2. Commercial Management & Profitability

- Own the P&L for the ocean freight business.
- Drive revenue growth through pricing strategy, margin optimization, and customer segmentation.
- Support key account acquisition and retention through tailored solutions.
- Monitor market trends, competitor activity, and global trade developments to adjust strategy.

3. Carrier & Vendor Management

- Lead negotiations with ocean carriers, NVOCCs, alliances, and service providers.
- Establish long-term carrier partnerships and secure competitive rates and capacity.
- Monitor carrier performance, schedule reliability, and service quality.
- Ensure alignment with procurement policies and global sourcing strategies.

4. Operational Excellence & Service Delivery

- Oversee end-to-end ocean freight operations, including booking, documentation, compliance, and exception management.
- Ensure consistent service quality across all offices, regions, and partners.
- Drive standardization of processes, KPIs, and operational workflows.
- Collaborate with terminals, depots, customs brokers, and inland transport providers to optimize the supply chain.

5. Digital Transformation & Process Optimization

- Champion digital initiatives such as e-booking, e-BL, visibility platforms, and automation.
- Support integration of EDI/API connections with carriers, ports, and customers.
- Promote data-driven decision-making through dashboards, analytics, and performance reporting.



- Lead continuous improvement programs to reduce cost, improve speed, and enhance customer experience.

6. Compliance, Risk & Quality Management

- Ensure compliance with international maritime regulations, customs requirements, and trade laws.
- Oversee risk management related to capacity, service disruptions, geopolitical events, and carrier performance.
- Maintain high standards of data quality, documentation accuracy, and audit readiness.
- Implement and monitor quality frameworks across the ocean freight product.

7. Leadership & People Development

- Lead, mentor, and develop regional managers, product teams, and operational leaders.
- Build a high-performance culture focused on accountability, collaboration, and customer excellence.
- Ensure workforce planning, succession development, and capability building.
- Foster cross-functional alignment with sales, finance, IT, operations, and compliance teams.

Required Qualifications

Education & Experience

- Bachelor's or Master's degree in Logistics, Supply Chain, Business Administration, Maritime Studies, or related field.
- 10+ years of experience in ocean freight, including senior leadership roles.
- Proven track record in P&L ownership, carrier negotiations, and strategic leadership.
- Experience in global or regional logistics environments.

Technical & Industry Skills

- Deep understanding of ocean freight operations, carrier networks, INCOTERMS, and maritime regulations.
- Strong knowledge of procurement, pricing, and trade lane management.
- Familiarity with TMS/ERP systems (CargoWise, SAP TM, Navis, Descartes).
- Understanding of EDI/API integrations and digital freight platforms.
- Strong analytical skills with the ability to interpret financial and operational data.

Leadership & Soft Skills

- Strategic thinker with strong commercial acumen.
- Excellent negotiation and relationship-building abilities.
- Strong communication and executive-level presentation skills.
- Ability to lead multicultural, geographically dispersed teams.
- High resilience, adaptability, and decision-making under pressure.

Preferred Qualifications

- Experience with sustainability initiatives (green shipping, emissions reporting, ESG compliance).
- Exposure to digital freight marketplaces or visibility platforms.
- Background in multimodal logistics (sea-air, sea-rail, sea-road).
- Experience in M&A integration or global transformation programs.

Key Performance Indicators (KPIs)

- Ocean freight P&L performance (revenue, margin, cost control)



- Carrier performance and capacity reliability
- Trade lane growth and market share
- Customer satisfaction and service quality metrics
- Operational efficiency and process standardization
- Digital adoption and automation progress
- Employee engagement and leadership effectiveness

Working Conditions

- Executive-level role with global or regional scope.
- Regular travel for carrier negotiations, customer meetings, and regional leadership visits.
- Collaboration across multiple time zones and international teams.

Why This Role Matters

The Head of Ocean Freight shapes the company's competitive position in global trade. By balancing commercial strategy, operational excellence, and digital innovation, this leader ensures the organization delivers reliable, profitable, and future-ready ocean freight solutions.



2.107. Director of Maritime Operations

Executive Leadership • Port & Fleet Performance • Maritime Strategy

Position Summary

The Director of Maritime Operations provides strategic and operational leadership across all maritime activities, ensuring safe, efficient, and compliant vessel and port operations. This role oversees marine services, fleet performance, port coordination, regulatory compliance, safety management, and operational planning. The director drives excellence in service delivery, optimizes resource utilization, and leads cross-functional teams to support the organization's maritime mission and long-term strategic goals.

Key Responsibilities

1. Strategic Leadership & Operational Governance

- Develop and execute the maritime operations strategy aligned with corporate objectives.
- Lead long-term planning for fleet deployment, port operations, marine services, and operational capacity.
- Establish governance frameworks, operational standards, and performance benchmarks.
- Represent maritime operations in executive leadership forums and strategic decision-making.

2. Vessel & Fleet Operations Management

- Oversee day-to-day vessel operations, including scheduling, routing, port calls, and turnaround performance.
- Ensure optimal fleet utilization, fuel efficiency, and voyage planning.
- Monitor vessel performance KPIs (ETA accuracy, port stay duration, bunker consumption).
- Coordinate with captains, fleet managers, and technical teams to resolve operational issues.

3. Port & Terminal Coordination

- Manage relationships with port authorities, terminals, pilots, towage providers, and marine service partners.
- Ensure efficient berth planning, cargo operations, and port call execution.
- Oversee coordination of marine services such as mooring, bunkering, inspections, and surveys.
- Drive initiatives to reduce port congestion, waiting time, and operational bottlenecks.

4. Safety, Compliance & Risk Management

- Ensure compliance with international maritime regulations (SOLAS, MARPOL, ISPS, ISM Code).
- Oversee safety management systems, audits, and emergency response procedures.
- Lead risk assessments related to navigation, port operations, and fleet activities.
- Maintain strong relationships with flag states, classification societies, and regulatory bodies.

5. Operational Excellence & Continuous Improvement



- Implement best practices in voyage optimization, port call efficiency, and marine resource management.
- Lead digital transformation initiatives (voyage management systems, IoT sensors, predictive analytics).
- Drive process standardization across regions and fleets.
- Identify opportunities to reduce operational costs while improving service reliability.

6. Stakeholder & Customer Engagement

- Collaborate with commercial teams to support customer requirements and service commitments.
- Engage with key clients, partners, and maritime community stakeholders.
- Provide operational insights to support tenders, contracts, and strategic partnerships.

7. Leadership & People Development

- Lead and mentor managers across marine operations, fleet control, port coordination, and safety teams.
- Build a high-performance culture focused on accountability, safety, and operational excellence.
- Oversee workforce planning, training, and succession development.
- Foster collaboration across departments including technical, crewing, commercial, and finance.

Required Qualifications

Education & Experience

- Bachelor's or Master's degree in Maritime Studies, Nautical Science, Marine Engineering, Logistics, or related field.
- 10+ years of experience in maritime operations, including senior leadership roles.
- Experience with port operations, fleet management, or shipping line operations.
- Strong understanding of international maritime regulations and port processes.

Technical & Industry Skills

- Deep knowledge of vessel operations, port logistics, and marine services.
- Familiarity with voyage management systems, port community systems, and TOS platforms.
- Strong understanding of safety management systems and regulatory frameworks.
- Ability to interpret operational data, KPIs, and performance dashboards.

Leadership & Soft Skills

- Strategic thinker with strong operational acumen.
- Excellent communication and stakeholder-management abilities.
- Strong negotiation and relationship-building skills.
- Ability to lead multicultural, geographically dispersed teams.
- High resilience, decisiveness, and crisis-management capability.

Preferred Qualifications

- Seagoing experience as Master Mariner or Chief Engineer.
- Experience with sustainability initiatives (emissions reduction, green port programs).
- Exposure to digital port ecosystems, smart port technologies, or automation.



- Experience in large-scale transformation or operational restructuring.

Key Performance Indicators (KPIs)

- Fleet and port call performance (ETA accuracy, turnaround time, schedule reliability)
- Safety performance and regulatory compliance
- Operational cost efficiency (fuel, port charges, delays)
- Customer satisfaction and service reliability
- Digital adoption and process optimization
- Employee engagement and leadership effectiveness

Working Conditions

- Executive-level role with regional or global scope.
- Regular travel to ports, vessels, terminals, and regulatory meetings.
- Availability during operational disruptions or emergency situations.
- Collaboration across multiple time zones and international teams.

Why This Role Matters

The Director of Maritime Operations ensures that vessels move safely, ports operate efficiently, and the organization delivers reliable maritime services in a highly competitive global environment. This leader shapes operational excellence, regulatory integrity, and the future of maritime performance.



2.108. Port Director

Executive Leadership • Port Governance • Maritime Strategy • Community Stewardship

Position Summary

The Port Director provides strategic, operational, and administrative leadership for the port, ensuring safe, efficient, and sustainable operations across all maritime, terminal, and landside activities. This role oversees port infrastructure, marine services, commercial development, regulatory compliance, stakeholder relations, and long-term strategic planning. The Port Director acts as the chief executive of the port, balancing economic growth, operational excellence, environmental stewardship, and community interests.

Key Responsibilities

1. Strategic Leadership & Port Governance

- Develop and execute the port's long-term strategic plan, aligned with national, regional, and municipal priorities.
- Lead policy development, governance frameworks, and performance standards for all port operations.
- Provide strategic guidance to the Port Authority Board or governing body.
- Drive innovation, digital transformation, and smart port initiatives.

2. Operational Oversight & Maritime Coordination

- Oversee safe and efficient vessel traffic management, port calls, and marine services.
- Ensure optimal coordination between terminals, pilots, towage providers, customs, and port users.
- Monitor operational KPIs such as berth productivity, turnaround time, and port congestion.
- Lead emergency response planning and crisis management for maritime incidents.

3. Infrastructure Development & Asset Management

- Oversee planning, development, and maintenance of port infrastructure (berths, terminals, yards, access roads, utilities).
- Manage capital investment programs, modernization projects, and long-term capacity planning.
- Ensure infrastructure resilience, sustainability, and alignment with future trade demands.
- Coordinate with engineering, environmental, and construction partners.

4. Commercial Development & Economic Growth

- Drive port business development, trade promotion, and customer engagement.
- Attract new shipping lines, logistics companies, and industrial tenants.
- Oversee concession agreements, leases, and commercial contracts.
- Promote the port as a competitive, reliable, and innovative logistics hub.

5. Regulatory Compliance & Safety Management

- Ensure compliance with maritime regulations, environmental standards, and port bylaws.
- Oversee safety management systems, audits, and inspections.
- Maintain strong relationships with customs, coast guard, environmental agencies, and regulatory authorities.



- Lead initiatives to reduce emissions, improve sustainability, and support green port programs.

6. Financial Management & Budget Oversight

- Oversee the port's financial performance, budgeting, and long-term financial planning.
- Ensure responsible management of public funds, revenue streams, and capital investments.
- Monitor financial KPIs and ensure transparency, accountability, and fiscal discipline.

7. Stakeholder Relations & Community Engagement

- Serve as the primary representative of the port to government bodies, industry associations, and the public.
- Build strong relationships with port users, unions, local communities, and business partners.
- Lead communication strategies related to port development, environmental impact, and community initiatives.
- Promote the port's role as an economic engine and responsible community partner.

8. Leadership & Organizational Development

- Lead and mentor senior managers across operations, engineering, finance, commercial, and safety departments.
- Build a high-performance culture focused on accountability, collaboration, and service excellence.
- Oversee workforce planning, talent development, and succession strategies.
- Foster diversity, inclusion, and a safe working environment.

Required Qualifications

Education & Experience

- Bachelor's or Master's degree in Maritime Studies, Port Management, Business Administration, Engineering, or related field.
- 10+ years of progressive leadership experience in port operations, maritime logistics, or public infrastructure management.
- Proven track record in strategic planning, stakeholder management, and operational leadership.

Technical & Industry Skills

- Deep understanding of port operations, maritime regulations, and logistics ecosystems.
- Experience with port master planning, infrastructure development, and concession models.
- Familiarity with digital port systems (PCS, TOS, VTS) and smart port technologies.
- Strong financial acumen and experience managing large budgets and capital projects.

Leadership & Soft Skills

- Visionary leadership with strong strategic and analytical capabilities.
- Excellent communication, negotiation, and public-facing presentation skills.
- Ability to lead complex, multi-stakeholder environments with political sensitivity.
- High resilience, decisiveness, and crisis-management capability.

**Preferred Qualifications**

- Experience in public sector governance or public–private partnership environments.
- Knowledge of sustainability frameworks (ESG, emissions reduction, green port initiatives).
- Exposure to international port benchmarking and global best practices.
- Experience with large-scale transformation or modernization programs.

Key Performance Indicators (KPIs)

- Port throughput and operational efficiency
- Financial performance and budget adherence
- Infrastructure development milestones
- Safety and regulatory compliance metrics
- Customer satisfaction and stakeholder engagement
- Environmental performance and sustainability progress
- Workforce engagement and leadership effectiveness

Working Conditions

- Executive-level role with broad operational and strategic scope.
- Regular presence on port facilities, terminals, and maritime operations areas.
- Frequent engagement with government bodies, industry partners, and community stakeholders.
- Availability during operational disruptions or emergency situations.

Why This Role Matters

The Port Director shapes the port’s future ensuring it remains competitive, resilient, safe, and sustainable. This leader balances economic growth with community responsibility, guiding the port as a critical gateway for trade and prosperity.



2.109. Terminal Director

Executive Leadership • Terminal Operations • Commercial Performance • Safety & Compliance

Position Summary

The Terminal Director provides strategic, operational, and commercial leadership for the terminal, ensuring safe, efficient, and profitable operations across all landside and quayside activities. This role oversees vessel operations, yard management, equipment performance, workforce planning, customer relations, and long-term terminal development. The Terminal Director acts as the senior executive responsible for operational excellence, financial performance, stakeholder engagement, and the terminal's overall competitiveness.

Key Responsibilities

1. Strategic Leadership & Terminal Governance

- Develop and execute the terminal's strategic plan aligned with corporate and port authority objectives.
- Define operational standards, performance targets, and long-term capacity strategies.
- Lead modernization initiatives, including automation, digitalization, and infrastructure upgrades.
- Represent the terminal in executive committees, industry forums, and strategic planning sessions.

2. Operational Excellence & Service Delivery

- Oversee all terminal operations, including vessel planning, quay crane operations, yard management, gate operations, and intermodal flows.
- Ensure optimal resource allocation, equipment utilization, and workforce deployment.
- Monitor operational KPIs such as berth productivity, crane moves per hour, truck turnaround time, and yard density.
- Drive continuous improvement to reduce bottlenecks, delays, and operational costs.

3. Safety, Compliance & Risk Management

- Ensure full compliance with safety regulations, environmental standards, and port authority requirements.
- Oversee safety management systems, audits, inspections, and emergency response procedures.
- Promote a strong safety culture across all shifts and operational teams.
- Lead risk assessments related to equipment, vessel operations, and yard activities.

4. Commercial & Customer Management

- Build strong relationships with shipping lines, freight forwarders, trucking companies, and port stakeholders.
- Support commercial negotiations, service agreements, and customer retention strategies.
- Ensure high service reliability and customer satisfaction through transparent communication and performance reporting.
- Identify new business opportunities and support terminal growth initiatives.



5. Infrastructure, Equipment & Asset Management

- Oversee maintenance and lifecycle planning for cranes, yard equipment, IT systems, and terminal infrastructure.
- Ensure equipment availability, reliability, and performance through preventive maintenance programs.
- Support capital investment planning for new equipment, expansions, and modernization projects.
- Coordinate with engineering teams on construction, upgrades, and facility improvements.

6. Financial Management & Budget Oversight

- Own the terminal's P&L, including revenue, cost control, and capital expenditure.
- Develop annual budgets, forecasts, and financial plans.
- Monitor financial KPIs and ensure efficient use of resources.
- Drive initiatives to improve profitability and operational efficiency.

7. Leadership & People Development

- Lead and mentor managers across operations, engineering, safety, HR, and commercial functions.
- Build a high-performance culture focused on accountability, teamwork, and operational excellence.
- Oversee workforce planning, training programs, and succession development.
- Foster diversity, inclusion, and a safe, respectful working environment.

8. Stakeholder & Community Engagement

- Maintain strong relationships with port authorities, regulatory bodies, unions, and local communities.
- Represent the terminal in public meetings, industry associations, and government engagements.
- Support sustainability initiatives and community outreach programs.

Required Qualifications

Education & Experience

- Bachelor's or Master's degree in Port Management, Logistics, Engineering, Maritime Studies, or related field.
- 10+ years of experience in terminal operations, port logistics, or maritime management.
- Proven leadership experience in high-volume, high-complexity operational environments.

Technical & Industry Skills

- Deep understanding of terminal operations, equipment, and logistics flows.
- Familiarity with TOS platforms (Navis N4, Tideworks, CyberLogitec) and port digital systems.
- Strong knowledge of safety regulations, environmental standards, and port compliance frameworks.
- Ability to interpret operational data, KPIs, and performance dashboards.

Leadership & Soft Skills

- Visionary leadership with strong operational and commercial acumen.
- Excellent communication, negotiation, and stakeholder-management abilities.
- High resilience, decisiveness, and crisis-management capability.



- Ability to lead multicultural, multi-shift teams in a 24/7 environment.

Preferred Qualifications

- Experience with terminal automation or semi-automated operations.
- Exposure to smart port technologies, IoT, and digital transformation.
- Knowledge of concession agreements, port governance, or PPP models.
- Experience in large-scale infrastructure or modernization projects.

Key Performance Indicators (KPIs)

- Berth productivity and vessel turnaround time
- Yard efficiency and equipment utilization
- Truck turnaround time and gate performance
- Safety performance and regulatory compliance
- Terminal profitability and cost efficiency
- Customer satisfaction and service reliability
- Workforce engagement and leadership effectiveness

Working Conditions

- Executive-level role with full operational responsibility.
- Regular presence on terminal grounds, including quayside, yard, and gate areas.
- Frequent interaction with port authorities, shipping lines, and community stakeholders.
- Availability during operational disruptions or emergency situations.

Why This Role Matters

The Terminal Director ensures that the terminal operates as a **safe, efficient, and commercially competitive logistics hub**. This leader shapes operational excellence, customer confidence, and the terminal's long-term strategic success.



2.110. Global Ocean Freight Product Manager

Product Strategy • Carrier Partnerships • Digital Innovation • Global Trade Lanes

Position Summary

The Global Ocean Freight Product Manager is responsible for defining, developing, and optimizing the company's global ocean freight product portfolio. This role ensures competitive pricing, reliable service performance, strong carrier partnerships, and seamless integration across global trade lanes. The Product Manager drives commercial success, operational consistency, digital enablement, and continuous improvement across all regions, acting as the central owner of the ocean freight product lifecycle.

Key Responsibilities

1. Product Strategy & Portfolio Management

- Develop and execute the global ocean freight product strategy aligned with corporate goals.
- Define product standards, service levels, and value propositions across all trade lanes.
- Identify market opportunities, emerging trends, and competitive differentiators.
- Lead product lifecycle management, including new product launches and enhancements.

2. Carrier & Procurement Coordination

- Support global carrier negotiations and capacity procurement strategies.
- Maintain strong relationships with ocean carriers, NVOCCs, and alliances.
- Ensure competitive rate structures, allocation agreements, and service commitments.
- Monitor carrier performance and escalate issues impacting product reliability.

3. Trade Lane Development & Performance

- Oversee global trade lane performance, including profitability, service quality, and volume growth.
- Collaborate with regional teams to optimize routing, schedules, and service offerings.
- Analyze trade lane KPIs such as transit times, rollover rates, and schedule reliability.
- Drive initiatives to improve product competitiveness and customer satisfaction.

4. Digitalization & Product Innovation

- Lead digital product initiatives such as e-booking, e-BL, visibility tools, and automated workflows.
- Support integration of EDI/API connections with carriers, ports, and customers.
- Collaborate with IT and digital teams to enhance TMS capabilities and customer platforms.
- Evaluate emerging technologies and incorporate them into the product roadmap.

5. Pricing, Margin & Financial Performance

- Develop global pricing frameworks and margin guidelines.
- Support tender responses, strategic bids, and global account pricing.
- Monitor product profitability and implement corrective actions where needed.
- Provide financial insights and forecasts for product performance.

6. Cross-Functional Collaboration



- Work closely with:
 - Sales & Key Account Management
 - Operations & Customer Service
 - Procurement & Carrier Management
 - Finance & Revenue Management
 - Digital Transformation & IT
- Ensure global alignment on product standards, processes, and commercial strategy.

7. Compliance, Quality & Risk Management

- Ensure product compliance with maritime regulations, customs requirements, and trade laws.
- Maintain documentation for product standards, SOPs, and service specifications.
- Support risk mitigation related to capacity shortages, disruptions, and geopolitical events.
- Drive quality initiatives to reduce exceptions and improve data accuracy.

8. Market Intelligence & Reporting

- Conduct market research on freight rates, capacity trends, carrier alliances, and global trade flows.
- Provide regular reporting on product performance, competitive positioning, and market dynamics.
- Present insights and recommendations to senior leadership.

Required Qualifications

Education & Experience

- Bachelor's or Master's degree in Logistics, Supply Chain, Business Administration, Maritime Studies, or related field.
- 7–10 years of experience in ocean freight, trade lane management, or product development.
- Experience working with global carriers and managing international trade lanes.

Technical & Industry Skills

- Strong understanding of ocean freight operations, INCOTERMS, and carrier networks.
- Knowledge of procurement, pricing, and capacity management.
- Familiarity with TMS/ERP systems (CargoWise, SAP TM, Descartes, Navis).
- Understanding of EDI/API integrations and digital freight platforms.
- Strong analytical skills with the ability to interpret financial and operational data.

Leadership & Soft Skills

- Strategic thinker with strong commercial acumen.
- Excellent communication and stakeholder-management abilities.
- Strong negotiation and relationship-building skills.
- Ability to lead cross-regional initiatives and influence without direct authority.
- High adaptability, resilience, and problem-solving capability.

Preferred Qualifications

- Experience with sustainability initiatives (green shipping, emissions reporting, ESG).
- Exposure to digital freight marketplaces or visibility platforms.
- Background in multimodal logistics (sea–air, sea–rail, sea–road).



- Experience in global transformation or product standardization programs.

Key Performance Indicators (KPIs)

- Product profitability and margin performance
- Carrier allocation reliability and service quality
- Trade lane growth and market share
- Digital adoption and automation progress
- Customer satisfaction and product competitiveness
- Global process standardization and compliance
- Stakeholder engagement and cross-regional alignment

Working Conditions

- Global role with cross-regional responsibilities.
- Regular international travel for carrier meetings, trade lane reviews, and leadership workshops.
- Collaboration across multiple time zones and multicultural teams.

Why This Role Matters

The Global Ocean Freight Product Manager ensures the company delivers a **competitive, reliable, and future-ready ocean freight offering**. This leader shapes the product's global identity, drives innovation, and strengthens the company's position in international trade.



2.111. Regional Ocean Freight Manager

Regional Leadership • Carrier Strategy • Trade Lane Performance • Operational Excellence

Position Summary

The Regional Ocean Freight Manager oversees the commercial and operational performance of the ocean freight product within a defined geographic region. This role ensures competitive pricing, reliable service delivery, strong carrier relationships, and consistent execution across all trade lanes. The manager acts as the regional owner of the ocean freight product, driving profitability, operational excellence, customer satisfaction, and alignment with global strategy.

Key Responsibilities

1. Regional Strategy & Business Development

- Develop and execute the regional ocean freight strategy aligned with global product direction.
- Identify growth opportunities, emerging markets, and competitive advantages within the region.
- Support regional leadership in strategic planning, budgeting, and market positioning.
- Lead regional initiatives to expand volumes, improve margins, and strengthen customer value.

2. Carrier Management & Procurement

- Manage relationships with regional carrier representatives, NVOCCs, and alliances.
- Support rate negotiations, allocation agreements, and service commitments.
- Monitor carrier performance (schedule reliability, rollover rates, space availability).
- Escalate service issues and collaborate with global procurement teams on long-term strategies.

3. Trade Lane Performance & Optimization

- Oversee performance of key trade lanes into and out of the region.
- Analyze KPIs such as transit times, profitability, volume trends, and operational exceptions.
- Collaborate with global trade lane managers to align routing, pricing, and service offerings.
- Implement corrective actions to improve trade lane competitiveness and customer satisfaction.

4. Operational Excellence & Service Delivery

- Ensure consistent execution of bookings, documentation, compliance, and exception management.
- Support process standardization across regional offices and branches.
- Work closely with operations teams to resolve bottlenecks, delays, and service failures.
- Promote data accuracy, milestone integrity, and high-quality customer communication.

5. Pricing, Margin Management & Financial Performance

- Develop regional pricing strategies aligned with global guidelines.



- Support tender responses, RFQs, and strategic customer bids.
- Monitor regional P&L performance, including revenue, margin, and cost control.
- Identify opportunities to improve profitability through optimization and cost reduction.

6. Customer & Stakeholder Engagement

- Engage with key customers to understand requirements, resolve issues, and support retention.
- Collaborate with sales teams to develop tailored solutions and value-added services.
- Represent the ocean freight product in customer meetings, business reviews, and industry events.
- Build strong relationships with terminals, depots, customs brokers, and inland transport partners.

7. Compliance, Quality & Risk Management

- Ensure compliance with maritime regulations, customs requirements, and trade laws.
- Maintain high standards of data quality, documentation accuracy, and audit readiness.
- Support risk mitigation related to capacity shortages, disruptions, and geopolitical events.
- Promote continuous improvement and quality initiatives across the region.

8. Leadership & Cross-Functional Collaboration

- Lead and mentor regional ocean freight teams, including product, pricing, and operations staff.
- Foster collaboration with sales, finance, procurement, IT, and customer service.
- Drive a culture of accountability, performance, and customer excellence.
- Support training, capability building, and succession planning.

Required Qualifications

Education & Experience

- Bachelor's degree in Logistics, Supply Chain, Business Administration, Maritime Studies, or related field.
- 5–8 years of experience in ocean freight, trade lane management, or regional logistics leadership.
- Proven experience working with carriers and managing regional trade lanes.

Technical & Industry Skills

- Strong understanding of ocean freight operations, INCOTERMS, and carrier networks.
- Knowledge of pricing, procurement, and capacity management.
- Familiarity with TMS/ERP systems (CargoWise, SAP TM, Descartes).
- Understanding of EDI/API integrations and digital freight platforms.
- Strong analytical skills with the ability to interpret financial and operational data.

Leadership & Soft Skills

- Strong commercial acumen and strategic thinking.
- Excellent communication, negotiation, and stakeholder-management abilities.
- Ability to lead cross-functional teams and influence without direct authority.
- High resilience, adaptability, and problem-solving capability.

Preferred Qualifications



- Experience with sustainability initiatives (green shipping, emissions reporting, ESG).
- Exposure to multimodal logistics (sea–air, sea–rail, sea–road).
- Experience in regional transformation or product standardization programs.
- Background in digitalization or automation of freight processes.

Key Performance Indicators (KPIs)

- Regional ocean freight profitability and margin performance
- Carrier allocation reliability and service quality
- Trade lane growth and market share
- Customer satisfaction and retention
- Operational efficiency and exception reduction
- Digital adoption and process standardization
- Team performance and leadership effectiveness

Working Conditions

- Regional role with multi-country responsibilities.
- Regular travel for carrier meetings, customer visits, and branch support.
- Collaboration across multiple time zones and multicultural teams.

Why This Role Matters

The Regional Ocean Freight Manager ensures that the company delivers a **competitive, reliable, and profitable ocean freight product** across the region. This leader bridges global strategy with local execution, shaping the company's success in international trade.



2.112. Head of Compliance & Safety (Maritime)

Regulatory Governance • Safety Leadership • Maritime Risk Management • Operational Integrity

Position Summary

The Head of Compliance & Safety (Maritime) provides strategic leadership and oversight for all maritime compliance, safety, and risk-management activities across the organization. This role ensures adherence to international maritime regulations, drives a strong safety culture, manages audits and certifications, and mitigates operational risks across vessels, terminals, and port operations. The leader acts as the organization's authority on maritime compliance, shaping policies, standards, and systems that safeguard people, assets, cargo, and the environment.

Key Responsibilities

1. Strategic Compliance Leadership

- Develop and implement the organization's maritime compliance and safety strategy.
- Establish governance frameworks, policies, and standards aligned with international regulations.
- Advise executive leadership on compliance risks, regulatory changes, and strategic implications.
- Represent the organization in regulatory, industry, and governmental forums.

2. Regulatory Compliance & Certification

- Ensure compliance with global maritime regulations including:
 - SOLAS
 - MARPOL
 - ISM Code
 - ISPS Code
 - MLC
 - Flag state and port state requirements
- Oversee certification processes, audits, and inspections by authorities and classification societies.
- Maintain audit-ready documentation and ensure timely corrective actions.

3. Safety Management & Culture Development

- Lead the development, implementation, and continuous improvement of the Safety Management System (SMS).
- Promote a proactive safety culture across vessels, terminals, and shore-based operations.
- Oversee incident reporting, investigation, root-cause analysis, and lessons learned.
- Ensure effective emergency preparedness, drills, and crisis-response protocols.

4. Risk Management & Operational Integrity

- Identify, assess, and mitigate maritime operational risks across the fleet and port operations.
- Oversee risk registers, hazard assessments, and safety-critical controls.
- Monitor compliance with safe navigation, cargo handling, mooring, bunkering, and port operations procedures.
- Lead initiatives to reduce incidents, near misses, and operational disruptions.



5. Environmental Compliance & Sustainability

- Ensure compliance with environmental regulations (emissions, ballast water, waste management).
- Support sustainability initiatives such as decarbonization, ESG reporting, and green port programs.
- Monitor environmental KPIs and drive continuous improvement.

6. Training, Competence & Awareness

- Oversee training programs for safety, compliance, emergency response, and regulatory updates.
- Ensure crew and shore personnel maintain required certifications and competencies.
- Promote awareness campaigns and safety leadership programs across the organization.

7. Stakeholder & Authority Engagement

- Maintain strong relationships with flag states, port authorities, classification societies, and regulatory bodies.
- Act as the primary point of contact during inspections, audits, and regulatory inquiries.
- Collaborate with internal teams (operations, technical, HR, legal, commercial) to ensure alignment.

8. Leadership & Team Management

- Lead and mentor compliance, safety, and risk-management teams across regions.
- Build a culture of accountability, transparency, and continuous improvement.
- Oversee workforce planning, capability development, and succession strategies.

Required Qualifications

Education & Experience

- Bachelor's or Master's degree in Maritime Studies, Marine Engineering, Nautical Science, Safety Management, or related field.
- 10+ years of experience in maritime compliance, safety, or regulatory leadership.
- Experience with vessel operations, port operations, or classification society processes.
- Proven track record in managing audits, certifications, and regulatory relationships.

Technical & Industry Skills

- Deep knowledge of international maritime regulations and safety frameworks.
- Strong understanding of vessel operations, port logistics, and marine services.
- Experience with Safety Management Systems (ISM), security plans (ISPS), and environmental compliance.
- Ability to interpret technical documentation, risk assessments, and audit findings.
- Familiarity with digital safety platforms, incident-management systems, and compliance tools.

Leadership & Soft Skills

- Strong leadership presence with the ability to influence at all levels.
- Excellent communication, negotiation, and stakeholder-management abilities.
- High integrity, sound judgment, and a commitment to ethical conduct.



- Resilience and decisiveness in high-pressure or emergency situations.
- Ability to lead multicultural, geographically dispersed teams.

Preferred Qualifications

- Seagoing experience as Master Mariner or Chief Engineer.
- Experience with ESG reporting, sustainability programs, or environmental compliance.
- Exposure to digital transformation in safety and compliance.
- Experience in large-scale organizational change or safety-culture transformation.

Key Performance Indicators (KPIs)

- Compliance audit results and certification status
- Safety performance (LTIFR, TRIR, incident frequency)
- Environmental compliance and emissions performance
- Quality of incident investigations and corrective actions
- Regulatory inspection outcomes
- Training completion and competency levels
- Stakeholder satisfaction and regulatory relationships

Working Conditions

- Executive-level role with global or regional scope.
- Regular travel to vessels, terminals, port facilities, and regulatory meetings.
- Availability during incidents, emergencies, or regulatory escalations.
- Collaboration across multiple time zones and international teams.

Why This Role Matters

The Head of Compliance & Safety (Maritime) protects the organization's people, assets, reputation, and license to operate. This leader ensures that maritime operations are **safe, compliant, resilient, and aligned with the best global practices**, shaping the organization's long-term sustainability and credibility.



2.113. Chief Operations Officer (Shipping Line)

Executive Leadership • Fleet & Network Performance • Maritime Operations • Global Strategy

Position Summary

The Chief Operations Officer (COO) is responsible for the overall operational performance of the shipping line, ensuring safe, efficient, and reliable execution of global maritime and landside activities. This role oversees fleet operations, port and terminal coordination, network planning, equipment management, safety and compliance, and digital transformation. The COO drives operational excellence, cost efficiency, service reliability, and long-term competitiveness across the company's global shipping network.

Key Responsibilities

1. Strategic Operational Leadership

- Develop and execute the global operations strategy aligned with corporate objectives.
- Lead long-term planning for fleet deployment, network design, port partnerships, and operational capacity.
- Drive innovation, digitalization, and automation across the operational ecosystem.
- Represent operations in executive leadership forums and strategic decision-making.

2. Fleet & Voyage Operations

- Oversee global vessel operations, including scheduling, routing, port calls, and voyage optimization.
- Ensure optimal fleet utilization, bunker efficiency, and schedule reliability.
- Monitor vessel performance KPIs (ETA accuracy, port stay duration, fuel consumption).
- Coordinate with captains, fleet managers, and technical teams to resolve operational issues.

3. Port, Terminal & Marine Services Coordination

- Manage relationships with ports, terminals, pilots, towage providers, and marine service partners.
- Ensure efficient berth planning, cargo operations, and port call execution.
- Drive initiatives to reduce port congestion, waiting time, and operational bottlenecks.
- Oversee marine services such as bunkering, inspections, and surveys.

4. Network Planning & Equipment Management

- Oversee global network design, service rotations, and capacity planning.
- Ensure alignment between commercial demand, vessel deployment, and operational feasibility.
- Manage container equipment flows, repositioning strategies, and asset utilization.
- Collaborate with commercial teams to balance profitability and service reliability.

5. Safety, Compliance & Risk Management



- Ensure compliance with international maritime regulations (SOLAS, MARPOL, ISM, ISPS).
- Oversee safety management systems, audits, and emergency response procedures.
- Lead risk assessments related to navigation, port operations, and fleet activities.
- Maintain strong relationships with flag states, classification societies, and regulatory authorities.

6. Operational Excellence & Continuous Improvement

- Implement best practices in voyage optimization, port call efficiency, and marine resource management.
- Lead digital transformation initiatives (IoT sensors, predictive analytics, digital twins).
- Drive process standardization across regions and fleets.
- Identify opportunities to reduce operational costs while improving service reliability.

7. Financial & Performance Management

- Oversee operational budgets, cost control, and capital expenditure planning.
- Monitor financial KPIs related to fleet operations, port costs, bunker consumption, and equipment flows.
- Support strategic investment decisions for vessels, equipment, and technology.
- Ensure operational decisions support overall P&L performance.

8. Leadership & Organizational Development

- Lead and mentor senior managers across fleet operations, port operations, network planning, safety, and equipment management.
- Build a high-performance culture focused on accountability, safety, and operational excellence.
- Oversee workforce planning, training, and succession development.
- Foster collaboration across commercial, technical, finance, and digital teams.

Required Qualifications

Education & Experience

- Bachelor's or master's degree in Maritime Studies, Marine Engineering, Nautical Science, Logistics, or related field.
- 15+ years of experience in maritime operations, including senior executive leadership roles.
- Proven track record in fleet management, port operations, and global network planning.
- Experience in large, complex shipping line environments.

Technical & Industry Skills

- Deep understanding of vessel operations, port logistics, and marine services.
- Strong knowledge of maritime regulations, safety frameworks, and compliance requirements.
- Familiarity with voyage management systems, TOS platforms, and digital port ecosystems.
- Ability to interpret operational data, KPIs, and performance dashboards.
- Strong financial acumen and experience managing large operational budgets.

Leadership & Soft Skills

- Visionary leadership with strong strategic and analytical capabilities.



- Excellent communication, negotiation, and stakeholder-management abilities.
- High resilience, decisiveness, and crisis-management capability.
- Ability to lead multicultural, geographically dispersed teams.
- Strong commitment to safety, compliance, and operational integrity.

Preferred Qualifications

- Seagoing experience as Master Mariner or Chief Engineer.
- Experience with sustainability initiatives (ESG, emissions reduction, green shipping).
- Exposure to automation, smart shipping technologies, or AI-driven optimization.
- Experience in large-scale transformation or restructuring programs.

Key Performance Indicators (KPIs)

- Fleet and network performance (schedule reliability, turnaround time, bunker efficiency)
- Safety and regulatory compliance metrics
- Operational cost efficiency (port costs, fuel, equipment flows)
- Customer satisfaction and service reliability
- Digital adoption and process optimization
- Employee engagement and leadership effectiveness

Working Conditions

- Executive-level role with global scope.
- Regular travel to vessels, ports, terminals, and regional offices.
- Availability during operational disruptions or emergency situations.
- Collaboration across multiple time zones and international teams.

Why This Role Matters

The COO ensures that the shipping line operates as a **safe, efficient, reliable, and competitive global carrier**. This leader shapes the company's operational backbone, enabling sustainable growth, customer trust, and long-term strategic success.



Final Reflections:

The Essential Role of Sea Freight Professionals

Sea freight remains the backbone of global trade, carrying most of the world's goods across oceans and connecting markets, industries, and communities. The roles outlined in this book reflect the depth and diversity of expertise required to keep this vast system functioning safely, efficiently, and sustainably. Each job, whether onshore or offshore, operational or strategic, contributes to a supply chain where precision, coordination, and resilience are indispensable.

Maritime logistics is shaped by tides, weather, international regulations, and the constant movement of vessels and cargo. It demands professionals who can navigate complexity, anticipate challenges, and uphold the highest standards of safety and compliance. This book exists for them for the planners who balance vessel schedules with port capacity, the documentation specialists who ensure flawless customs processes, the terminal operators who manage cargo flows, and the leaders who guide teams through an ever-changing global landscape.

As the sea freight sector evolves through digitalization, decarbonization, and shifting trade patterns, clearly defined job roles become even more critical. They support operational excellence, strengthen collaboration across borders, and empower organizations to adapt with confidence.

Thank you for using this book as a reference and a tool for professional growth. May it support your teams, enhance your operations, and contribute to the continued strength and innovation of the maritime logistics industry.