

## JOB DESCRIPTION

<b>Employee:</b>	TBC
<b>Position:</b>	Port Services Officer
<b>Responsible to:</b>	Port Services Supervisor & Port Facility Security Officer
<b>Relationships with:</b>	Northport Management Team Northport Operation Team Northport Terminal Facilities Team Customer and Port Service Providers
<b>Effective date:</b>	TBC

### **Purpose of the position:**

As an effective member of the Port Services Centre team, assist with the provision, and implementation of customer services, port security, shipping & marine operations, customs and biosecurity control and health and safety within the company and across the Northport site.

### **External Relationships:**

- Maritime New Zealand
- New Zealand Customs and Bio-Security agencies
- North Tugz
- Port User Companies and Contractors
- Regional & local Deputy Harbourmaster
- Channel Infrastructure (Refinery)
- Golden Bay Cement
- Foreign and domestic flagged vessels

**Functions of the role:**

**Customer Service**

- A Port Service Officer provides front line customer service to all customers, visitors and port users
- Assist with signing in, induction and safe direction of all visitors and Port Users
- Assist with the receipt and dissemination of community correspondence, including complaints and enquiries

**Security and Compliance Responsibilities:**

- As a Port Security Officer provide a high level of front-line Security to the Northport facility ensuring that all work is performed in the best efficient manner
- Assist with the management of port security requirements, identification cards, access control, authorised vehicles, traffic management, security cameras and other security related issues
- Assist with the day-to-day quarantine/garbage requirements
- Assist with the confirmation of Customs and Bio-Security export/import cargo documentation requirements
- Ensure Port Services Centre policies and procedures are carried out
- Assist with the monitoring of the port's environmental management requirements

**Shipping & Marine Operations Responsibilities**

- A Port Service Officer provides the day-to-day provision of Whangarei Harbour Radio
- Assist with co-ordination of ship scheduling, marine services, navigational notices/reporting and berthing requirements on the Whangarei Harbour
- Assist with the operation of the Local Port Service monitoring system
- Assist with the management of on-board ship drills, operations and ships stores

**Port Operations Responsibilities:**

- As a Port Security Officer provide the ports 'first point of call' for emergency services
- Assist the company in achieving its Health and Safety objectives and goals
- Assist with traffic management, plans and compliance
- Assist with the direction of inward deliveries and verification of outward deliveries
- Other port related functions as may be required by the exigencies of the operation

## **Duties & Responsibilities:**

### **Customer Services:**

- All customers, visitors and port users whom access the port, excluding the Northport Administration Building
- Co-ordinate the visitor sign in system, port inductions and area access control to all customers and Port Users

### **Security:**

- Compliance of the Port Security Plan, ISPS Code and Maritime Security Act, through Port Services Centre policy and procedures
- Port Access:
  - Access control via Cardax, Visitors Register and Vehicle Permits
  - Facilitate physical access card applications & inductions
  - Issue printed access cards and obtain confirmation of receipt
  - PPE (Personal Protective Equipment), Flashing Lights etc.
  - Port User access all unmanned gates or from seaward side
- Security Patrols:
  - iButton: Port facilities, Admin Offices, Workshops, Stores, etc.
  - Perimeter fence line, wharves and jetties, storm-water canals
  - Coal pile, cargo storage areas, Dry Goods Store: fire/security breach
  - Camera monitoring patrols of facility and access points
- Port Lock-Down:
  - Daily lock-down of log truck access, MMH access road, offices Dry Goods Store, Amenities etc.
  - Raised Security Level lock-down requirements: Level 1 through to Level 3
- Security Breach:
  - Respond and report to PFSO
- Site Security:
  - Controlled key system

**Harbour Radio/Marine Operations:**

- Operate and manage Whangarei Harbour Radio (WHR) communications
- Monitor VHF Channels 16, 11 and pilotage channels, record all communications to WHR in the Radio Log and any other communications of note from any other monitored channels
- Respond to Ch 16 distress calls where necessary
- Liaise with vessels re ETA / POB / Anchor times
- Monitor Local Port Service system and report all system outages and respond accordingly to any event or incident
- Update Northport website Shipping Schedule as required
- Advise Northport and North Tugz of any shipping changes
- Monitor vessels under pilotage or pilot exempt,
- Monitor vessels berthing / departing: Refining NZ, Northport, GBC and Upper Harbour commercial traffic
- Monitor Wave-rider buoy(s) position alerts and notify Marine Manager immediately of any out-of-position alarms or concerns
- Monitor Northport multiple EDAC monitoring systems and advice Marine Manager of alerts
- Promulgate Navigation Warnings for Whangarei Harbour and Approaches
- Receipt of navigational aid outages and report accordingly
- Co-ordinate any requirements for additional moorings
- Co-ordinate the reporting of all lost logs against the procedures

## Port Operations and Administration:

- Health and Safety
  - First point of contact for Port Users for Emergency Services / Response
  - Temporary Traffic Management Plans: promulgate and advice
  - Monitor traffic rule compliance and report non-compliance
  - Speed Monitoring: record and report non-compliance
  - Monitor PPE requirements of visitors and port users: report non-compliance
- After hours phone contact for:
  - Northport Administration
  - Public enquiries and environmental complaints
  - Port Users enquires
- Monitor and manage noise pollution from the Northport site as per procedures
- Monitor weather forecasts and advise Northport staff, Port Users and Vessels of any weather warnings as per the Port Services Centre Procedures
- Manage and record lost logs and noise/environmental complaints as per procedures
- Administer application process as per procedures for:
  - Northport Hot Work Permits
  - NRC Hot Work Permits for vessels at Northport
  - Engine Immobilisation
  - Lifeboat Drills
  - Shift Ship
  - Bunkering Operations
  - Diving Operations
- Manage the port's operational lighting requirements as per procedures and report any outages to the Port Electrical Officer as soon as practicable
- Co-ordinate:
  - Fresh Water metre readings
  - Ship's freshwater requirements
  - Ship's garbage bin requirements
  - Prow-Gangway requirements
  - Berth Checks and damage reporting
- Cargo Control:
  - CEDO's and CIDO's
  - Collect & verify cargo release documentation
  - Direct inward deliveries to appropriate operational areas
  - Monitor cargo's outside of working hours as required
- Fumigation:
  - Monitor fumigation advice notices and advise Port Users accordingly
  - specific attention to marine operations required
  - Collect and verify delivery of fumigants
  - Monitor fumigation sites and advise Genera Ltd and Duty Supervisor of any issues

**Essential Skills:**

- Safe work ethic
- Keen willingness to learn
- The ability to work within a diverse operational team, demonstrating tact and good interpersonal skills
- Acceptance of requirement to work rostered shifts
- Problem-solving ability, particularly when working under pressure
- Ability to multitask
- Excellent communicator
- Excellent computer skills: Outlook, Word and Excel
- Have a clean Full Drivers Licence

**Desirable:**

- Customer service experience
- Knowledge of operations within a Port Environment
- Knowledge of industry related legislation: Maritime Transport Act / Maritime Security Act / ISPS Code / Resource Management Act
- MROC/VHF Radio Operators Certificate
- Local Port Service or Vessel Traffic Management System experience and or training