

## 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:

I Button : 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 fresh water 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.