

JOB DESCRIPTION

Position: Port Services Centre Officer
Managed By: Operations and Marine Manager
Reports to: Port Services Team Leader
Date: 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.

Internal Relationships:

Northport Management Team

- Northport Operational Team
- Northport Cargo Team
- Northport Terminal Facilities Team

This position reports directly to:

- Port Service Team Leader daily,
- Northport Duty Officer during out of working hours and,
- Operations and Marine Manager and Port Facility Security Officer as required.

This position works alongside the Port Services Centre secondary daytime support Officer, who operates 8hrs daily, 5 days a week.

External Relationships:

- Maritime New Zealand;
- New Zealand Customs and Bio-Security agencies;
- North Tugz;
- Port User Companies and Contractors;
- Regional Harbourmaster
- Refining New Zealand;
- 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,

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:
- **Access Control via Cardex** 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.
- **Port Access: 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 Duty Supervisor,
- **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 Duty Supervisor immediately of any out-of-position alarms or concerns,

- Monitor Northport multiple EDAC monitoring systems and advise Duty Supervisor 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:

- 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, Corporate Data-Bases;
- Have a clean Full Drivers Licence;

Desirable:

- 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