



Task Description Sealift Administrator Nunavut Sealink and Supply Inc. (NSSI)

PURPOSE AND MAIN RESPONSABILITIES

Under the authority of NSSI Managing Director, and the day to day supervision by the Regional Manager, Arctic Co-op, Iqaluit, the Sealift Administrator will be responsible for **4 main activities**:

- 1) Undertaking Representation and Sales and Customer Services duties throughout Nunavut; in Iqaluit and in the Communities to offer NSSI' services;
- 2) Administrative duties and day to day tasks;
- 3) Coordinating and supporting the local information centers in the Communities.
- 4) Meet customers and provide support to the operation team during sealift in Iqaluit.

1.1 Activities Relating to Sales and Customer Services:

The Sealift Administrator participates in providing the sealift clients with the information and support that are necessary for their filing and forwarding of Cargo Booking and space reservation forms to NSSI Operations Management Office. He/She will also provide a variety of information pertaining to services, schedules and operational updates to sealift clients, as well as to the Independent Co-ops, acting as Local Information Centers in their respective Communities.

The Sealift Administrator contributes in the necessary work to reach the Sales and Customer Services' objectives set by NSSI Management and Board. He/She undertakes certain tasks relating to the issuing of contracts of carriage, and assists the Managing Director and the Office Manager in Iqaluit in certain follow-up work relating to the implementation of the Agreement signed with the Government of Nunavut, for the Annual Re-supply of Dry Cargo.

As part of his/her regular customer services activities, the Sealift Administrator develops and uses effective communication methods and adapted marketing tools for the promotion of services offered by NSSI. The use of local FM stations for the promotion of these services and communicating sealift schedule updates in the various Communities of Nunavut, is a good example.

1.2 Administrative Duties:

The Sealift Administrator also undertakes various administrative tasks at the Head Office of NSSI in Iqaluit. Such tasks pertain, among others, to the issuing and receiving of correspondences and the maintaining of a reliable filing system. He/She assists in following-up on the Accounts Receivable with NSSI clients in Iqaluit and in other communities in Nunavut, and makes payment deposits, as required, at the local financial institution.

Among his/her main tasks, the Sealift Administrator orchestrates the flow of information between the Head Office in Iqaluit and other NSSI Information Centers in Nunavut, as well as the Operations Management Office at the Main Port of Loading in the Montreal Region.

1.3 Coordinate and Support to Information Centers in the Communities:

Agreements are signed and renewed annually between NSSI and certain Independent Co-ops in the Baffin and Kivalliq Regions in Nunavut, to act as local Sealift Information Centers in their respective Communities. The Sealift Administrator will therefore provide the necessary coaching and support to these Independent Co-ops, so that they successfully provide the related services to the sealift users among their Community Members.

1.4 Unloading operation in Iqaluit:

Being the "NSSI Representative" in Iqaluit, the Sealift Administrator will have to be present on the beach in Iqaluit during unloading operations to meet the customers and to sign the manifest with their representative.

2. Job Description

Under the authority of NSSI Managing Director, and the supervision of the Office Manager in Iqaluit, the Sealift Administrator performs the following duties, all according to directives, policies and procedures adopted by NSSI:

2.1 Duties pertaining to Sales and Customer Services:

2.1.1 Answer clients' inquiries and requests, and forward sealift documentation and forms, as needed, to clients in Iqaluit as well as other Communities in Nunavut;

2.1.2 Assist the clients, as needed, in completing their Space Reservation Forms, and explain the contractual agreement in the client's language of preference;

- 2.3.1 Act on behalf of NSSI, all within the established parameters of authority, and remain the main contact person at the Head Office in Iqaluit, for services offered by NSSI in relation to sealift activities;
- 2.3.2 Establish and implement a method for the follow-up on all clients' inquiries, and contribute in developing a strategy to promote the quality of services provided by NSSI and its partners;
- 2.3.3 Attend and participate in local events relating to the promotion of trade, economic development and career development, particularly when these are sponsored or supported by NSSI or its partners;
- 2.3.4 Familiarize himself/herself with the various marketing strategies and activities that are adopted by NSSI, and regularly update his/her knowledge thereof;
- 2.3.5 Keep his/her supervisor informed and updated, in an organized and structured manner, of all activities relating to regular sales and customer services duties, as well as specific events;
- 2.3.6 Carry out and execute any related tasks, as per the Supervisor's directives and instructions.
- 2.3.7 Travel to communities 3-4 times a year to meet customers and potential customers to provide information on our services.

2.2 Tasks pertaining to Administrative Duties:

- 2.2.1 Maintain an office base in Iqaluit and vouch for rendering this office physically accessible to clients and public at large, during regular business hours, as per local general standards;
- 2.3.1 Maintain an accurate record of attendance and office expenses, all according to NSSI policies and procedures in place;
- 2.2.3 Implement and maintain an adequate filing system for NSSI's administrative records and files in Iqaluit;
- 2.3.1 From time to time, collect counter-sale moneys and deposit these in NSSI account at the local financial institution;
- 2.3.2 Issue receipts for payments made by the clients, and sign contracts and agreements on behalf of NSSI, all within the parameters of a delegated authority;

- 2.3.3 Attend public tender openings, whether they relate directly to services tendered by NSSI or by any of its partners and shareholder companies;
- 2.3.4 Also attend any public tender opening, on behalf of NSSI, where information could result in generating potential service sales, and communicate the information obtained to NSSI Managing Director and the Head Office Manager in Iqaluit;
- 2.3.5 Receive clients' claims and complaints if any, and communicate them without delay to the Operations Management Office for processing and settlement;
- 2.3.6 Carry out and execute any related tasks, as per the supervisor's directives and instructions.

2.3 Coaching and Support to Local Information Centers at Co-op Stores:

- 2.3.1 Coach the resource person(s) at Information Centers, which are mainly established at the Co-op stores in the Communities of Nunavut, and provide the required assistance through regular communications with these resource persons, for promoting the sealift services offered by NSSI;
- 2.3.2 Ensure that Information Centers are periodically updated with sealift schedule information, therefore maintaining communication with the Co-ops and Hamlets at the concerned destinations prior to the arrival of vessels and during the offloading operations;
- 2.3.3 Provide the Information Centers with a the supply of Booking Note forms and other administrative forms along with updated schedules as needed, and help these Information Centers in maintaining and updating their respective NSSI Information Billboard at the local Co-op store and Hotel.

2.4 Duties pertaining to the unloading operations in Iqaluit

- 2.4.1 Help the cargo checker to distribute the manifests to customers prior to the ship's arrival in Iqaluit;
- 2.4.2 Being present on the beach during unloading operations to meet customers or their representatives;
- 2.4.3 Sign the manifest with the customers or their representative upon reception of their cargo on the beach;

2.4.4 Upon delivery to the client, accordingly note on the manifest any damage noticed on cargo;

Career Development Objectives:

- Receive information and documentation from NSSI Managing Director and other resources, and use these to upgrade his/her understanding and knowledge of activities pertaining to the marketing and sales of services offered by NSSI;
- Receive basic training, if not acquired and/or updated, on documenting dangerous goods, and be informed of available local resources for the treatment of paperwork relating to dangerous goods' declarations and classifications;
- Develop a "marketing package", including printed information and material, space reservation forms and others as needed;
- Attend work-sessions and training sessions at the Operations Management Office located at the main port of loading in the Montreal area, which will necessitate traveling. These training sessions will be structured to provide the Sealift Administrator with the necessary skills and knowledge in administrative and operational areas pertaining to marine carriage and sealift operations;
- Travel to some Communities in Nunavut to meet with Co-op resources for the development of Sealift Information Centers, as well as with other business community members and hamlets.

Qualifications and abilities:

- Basic knowledge or experience in Sales, Marketing and Promotion strategies;
- Understanding of transportation and logistics relating to sealift operation and its various components and of the timeline relating to the sealift schedule;
- Effective presentation and written communication skills;
- Ability to speak Inuktitut is an asset;
- Ability to represent the interest of NSSI in a professional and ethical manner;
- Computer skills including knowledge of Microsoft (such as Office Suite) products;
- Availability to travel including extended periods from time to time, based on the operational needs and career development;
- Valid drivers' licence.