

## PORT AUTHORITY OF TRINIDAD AND TOBAGO



### VACANCY: DIVISIONAL MANAGER, OPERATIONS (DMO)

#### Job Summary

The Divisional Manager, Operations (DMO) is responsible for the Receipt, Storage and Delivery of ALL cargo. The DMO shall ensure that all cargo-handling operations are smooth and efficient with the primary focus being customer satisfaction. The DMO is responsible for the review of and adherence to the Standard Operating Procedures (SOPs) and approved Policies to ensure that these support PPOS strategic objectives as well as all legal and regulatory controls. The DMO shall ensure that employees are appropriately skilled to meet the “best practice” by industry standards, while improving the scope of services to improve the financial profitability of the Port.

#### Responsibilities

- Responsible for the strategic deployment, supervision and efficient use of human resources;
- Liaise with the Labour office as necessary, on matters related to allocation of weekly paid employees to functions in the Operations Division;
- Ensure that approved Human Resource Policies and Procedures including performance management is implemented and executed within the Division;
- Engage in the implementation and re-engineering of policies and procedures; systems and processes to drive organizational efficiency and effectiveness;
- Plan and manage the training of staff to ensure that acceptable Service Operating Standards and Key Performance Indicators (KPI) maintained;
- Take actions to maintain and improve industrial relations. Meet with the representative Trade Union from time to time to maintain a good industrial relations climate;
- Arrange disciplinary tribunals to treat with breaches of discipline within the workplace;
- Liaise with key internal and external stakeholders eg Shipping Lines and Shipping Agents, Non-Vessel-Operating Common Carrier (NVOCC) for business continuity and for continuous improvement in customer service;
- Engage with Ministries/Departments with respect to special requests (e.g. naval vessel arrivals, scientific vessel arrivals, medical vessel arrivals) as required;
- Formulate reports for both subordinates, Senior Management and the Board of Commissioners;
- Performs any other related duties as may be assigned by a senior official.

### Required Knowledgeable, Skills and Abilities

- Effective communications skills - both oral and in writing;
- Excellent critical thinking/analytical skills;
- Experience in preparing budgets, financial proposals, scope of works, tender documents etc;
- Working knowledge of legal and regulatory framework governing Port operations;
- Working knowledge of industrial relations principles and practices
- Ability to draft complex reports/briefs/presentations etc.;
- Proficient in Microsoft Office Suite and any other job related software

### Minimum Requirements

#### **Qualification/ Experience and Training:**

- Degree in Management, Port Operations Management or any related discipline from an accredited academic institution;
- Master's Degree in Port and Maritime Management or any related discipline from an accredited academic institution;
- Training in Industrial Relations Principles and Practices;
- Training in OSH;
- Minimum of eight (8) years working experience in Port Operations with at least five (5) years at a managerial level

*Applications along with copies of certificates (10Mbs Limit) should be submitted no later than 4.00 p.m. on 2022 May 04 and addressed to:*

**Executive Human Resource Manager  
Re: Divisional Manager, Operations (DMO)  
Port Authority of Trinidad and Tobago  
Administration Building  
Dock Road  
Port of Spain.  
OR  
Via E-mail as follows:  
[pattvacancies@patnt.com](mailto:pattvacancies@patnt.com)**

***Email subject line should read: Divisional Manager, Operations (DMO)***

**Unsuitable applications will not be acknowledged.**