

	<b>FUJAIRAH OIL TANKER TERMINALS</b>		
	<b>Quality, Health, Safety, Environment and Security Management System</b>		
	Document Title:	<b>JOB DESCRIPTION</b>	Revision No.: 1
Document No.:	<b>FOTT / IMS / EL06 / MGT – F09</b>	Revision Date:	04 Jan 2018

**CODE : 007-FCSE**

<b>JOB TITLE</b>	FOTT Customer Service Executive	<b>ORGANIZATION</b>	Port of Fujairah
<b>REPORTS TO</b>	FOTT Assistant Terminal Manager	<b>DEPARTMENT</b>	Fujairah Oil Tanker Terminals

**PURPOSE OF THE JOB**

- To guarantee an adequate preparation / coordination of all pre-and post work in relation to product loading and discharge, including ITT's and all related administrative work.
- The CSE is representing the interest of both FOTT and the Tank Terminal Operators.

**PRIME OBJECTIVES**

- Pro-active planning and preparing loading and discharge of vessels and ITT's to be executed accordingly by FOTT Operations Department
- Assure an excellent relationship with Tank Terminal Operators and to constantly optimize services provided.
- Contribute to a quick turn-around time of all vessels in the Port through pro-active planning, good communication

**INTERNAL CONTACTS**

- Marine Department
- FOTT Ops. Department
- PoF Fin. Department
- PoF IT Department

**EXTERNAL CONTACTS**

- Tank Terminal Operators
- Agents / Surveyors / Shipping Companies

**KEY TASKS AND RESPONSIBILITIES**

- Develop and maintain constructive and cooperative working relationship with all internal and external stakeholders of the Port of Fujairah
- Issues work-orders for FOTT operation teams (Shift) for pre-arrival preparation
- Collects / distributes all documents required to execute the loading/discharge/ITT
- Berth Planning (in collaboration with the Shift Leaders)
- Managing the queue list / berth availability
- Contact with terminal operators, ship-agents, surveyors to assure the quickest turn- around time of each ship in the Port
- Consolidating / analyzing all pre- and post data such as operational KPI's, including flow- rates, vessel data etc so that results can be analyzed and corrective matters taken

	<b>FUJAIRAH OIL TANKER TERMINALS</b>		
	<b>Quality, Health, Safety, Environment and Security Management System</b>		
	Document Title:	<b>JOB DESCRIPTION</b>	Revision No.: 1
Document No.:	<b>FOTT / IMS / EL06 / MGT – F09</b>	Revision Date:	04 Jan 2018

- Providing prompt and professional response to all customer when required
- Record keeping of ships and their operational performance
- Monthly reports and statics
- Over all responsible for calculating charges and invoicing customers.

**QUALIFICATION**

- A Bachelor’s Degree is required; an advanced degree is preferred.

**EXPERIENCE**

- 5 - 10 Years of work experience in planning/customer service relationship in oil industry
- Experience with Advanced Planning System
- Operational background is considered an advantage

**SKILLS**

- Perfect in English (in writing and verbal expression)
- Ability to work both independently and in a team
- Have a clear customer focus
- Can work under pressure
- Pro-active and Analytical

\*\*\*

**Approved By :**

  

**Date Approved :**