

JOB OPENING – 01.04.2019

Sr. No.	Heads	Details
1.	Name of Employer	Cargill Business Services India Pvt. Ltd.
2.	Nature of Business Postal Address	Cargill Ocean Transportation (Shipping Operations)
3.		Building No 14, 6th Floor, Pritech Park, Eco Space, Outer Ring Road, Bengaluru, Karnataka 560103, India
4.	Tele., E-mail & Website	WWW.CARGILL.COM
5.	Contact person's name, designation, Tele. No. & e-mail	1. Capt.Amar Mascarenhas Designation: Senior Vessel Operator Mobile: +91- 80-8602-9405 Email : A_Mascarenhas@cargill.com 2. Amruth Ganapathy Designation: Senior Vessel Operator Mobile: +91-88844 08675 Email: Amruthanath_Ganapathy@cargill.com
6.	Vacancy description :	
	1. Position including nature of work	Post fixture liquidator and Lay time operator
	2. Number of vacancies	02
	3 Approx. monthly compensation & other benefits	Commensurate to the Experience
	4 Location of Employment	Bangalore , India
	5 Any other details	

Position Description Summary

Position Purpose	Briefly explain the general purpose of the position. This statement should be a general summary of the accountabilities listed in the next section.
<p>The Laytime and Invoice Operator Level 1 is considered as developing professional in the Laytime and Freight Invoice area, with fundamental knowledge and core skills to conduct complex activities fairly independently in resourceful and effective ways. The role is part of Global Execution engine and actively collaborates with Vessel Operators for more efficient and profitable Operations execution. Conducts main activities with oversight from Level 2 Operators .</p> <p>Handles Day to Day interactions with Customers in the Laytime and Invoice area. First point of contact for open voyages prior escalation phase.</p> <p>Provides close follow up on laytime calculations, involves Operator Level 2, or direct supervisors in case of no customer replies, delayed large receivables settlements.</p> <p>The role requires follow up on Standard processes, critical thinking and agility . Learning capacity is critical for further expertise growth in the Laytime area.</p>	

Principal Accountabilities	Describe position responsibilities/duties, not tasks, listing the most important first. Use a separate statement for each responsibility. Most positions can be described in 5-8 major responsibility areas. Minor or occasional duties should be combined in one, last statement that must include the language "any other duties as assigned". For each accountability listed, it is required to provide an estimate of the average percentage of time each responsibility requires using the following guidelines: No Duty should have a percentage less than 5% and all duties should add to 100%.
Responsibility/Duty	
<ul style="list-style-type: none"> <input type="checkbox"/> Handles Day to Day communication with Customers, colleagues, related to freight , laytimes : replies to enquiries within same day, filing of communication. <input type="checkbox"/> Updates IMOS with freight rates and prepares Freight Invoicing after review of relevant communication , CPs and other commercial agreements, inputs from VOs, MOCs and traders : Invoice accuracy and timeliness <input type="checkbox"/> Reviews CPs and SOFs, identifies potential gaps and provides proposal for value add to Operator Level 2 or Direct supervisor prior laytime preparations. <input type="checkbox"/> Prepares Despatch/demurrage (laytime) calculations focusing on maximizing profit and service quality with customer and presents for review: Calculation Timeliness and Accuracy <input type="checkbox"/> Follow up and negotiations of Laytime calculations with customers till agreement : Value add , 60 Days timeline <input type="checkbox"/> Follows SOP for assigned full rigour/key customers (customers database, active engagement in building customer knowledge and relationship): Customer Satisfaction Survey results. <input type="checkbox"/> Close work with the Vessel Operations desk for critical information from the physical operations of the ship, relevant for Laytime and Invoice accuracy . <input type="checkbox"/> Close work with the Credit Control team for the follow-up on due payments under freight/laytime invoices. <input type="checkbox"/> Participates in trainings and workshops on customer specifics, value add opportunities . <input type="checkbox"/> Actively shares lessons learned, value add opportunities, other knowledge through knowledge sharing platform, and other forums, subject to review and validation from Level 2 Operators. <input type="checkbox"/> Identify process gaps and propose corrective and improvement actions 	

Education, Experience, Skills	Indicate the <i>MINIMUM REQUIRED</i> education, experience and skills for this position.
Education (includes formal education, certifications, accreditations, etc)	
<ul style="list-style-type: none"> <input type="checkbox"/> Bachelor Degree <input type="checkbox"/> Fluent English spoken/written 	
Experience	
<ul style="list-style-type: none"> <input type="checkbox"/> Post graduate in Port Operations and Ship logistics or <input type="checkbox"/> 2 years working experience in logistics operations, or shipping post fixture or <input type="checkbox"/> 3 years in other finance or administrative functions + ICS or other relevant shipping related post graduate professional qualification 	
Skills	

(applied knowledge and technical skills directly related to this position)

- Strong communication skills
- Excellent customer service skills
- Team player , mature , self motivated , able to work under pressure and meet tight timeliness
- Pro –active
- Agility
- High attention to detail
- Computer Literate
- Organization agility
- Ability to adapt to new situations and work effectively, under pressure, in a changing environment
- Time management, Stress management, Cultural differences management
- Timely Decision Making, Decisions Quality, Problem Solving, Negotiating, Priority Setting, Customer focus, Ethics and Values, Integrity and Trust, Approachability
- Coaching Mindset
- Critical thinking

Education, Experience, Skills	Indicate the PREFERRED education, experience and skills for this position.
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Education (includes formal education, certifications, accreditations, etc)

- University degree in Shipping / Freight Logistics
- Post graduated courses in Shipping : ICS

Experience

- 2 to 3 years of demurrage experience
- Dry bulk operations experience
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Skills

- ~~Same as above~~ (applied knowledge and technical skills directly related to this position)
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Career Development	Briefly describe the career benefits or development an individual can gain by serving in this role
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This role provides opportunities for development in leadership position , or expert role as Laytime Specialist Vessel Operator.

Competencies	Observable behaviors that encompass the applied knowledge, skills and attributes that distinguish and drive superior performance. <i>Competencies and behaviors must align to Job Band identified on page 1.</i>
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Core:	Customer service mindset, Organizational agility, detail oriented, relationship building mindset, nimble and adaptable.
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