

**GENERAL MANAGER
SAMOA SHIPPING SERVICES
Job Description 2026**

Samoa Shipping Services VISION		
Superior Service through quality performance		
Samoa Shipping Services MISSION		
To provide excellent and competent crewing and shipping services through national and international best practices.		
About the Samoa Shipping Services		
Established in June 1978 and entirely state-owned, Samoa Shipping Services (SSS) operates under the Ministry of Works, Transport and Infrastructure as a vital maritime agency. SSS is governed by a board of directors that is responsible to the Minister of Public Enterprises. Its core operations include recruiting and managing Samoan crew members for global vessels, overseeing sea and air freight logistics, and providing essential agency services for international ships docking at Apia. Governed by a Board of Directors and led by a General Manager, the organization's small administrative team of 14 employees manages a significant workforce of over 500 active seafarers deployed across the international shipping industry. More information is available on the Ministry of Works, Transport and Infrastructure.		
SCOPE		
	Management	Staff
STAFF #	5	More than 500
POSITION DETAILS		
Position Title: GENERAL MANAGER		
Salary Band: B \$122,628-127,105p.a		
Employer's Address: Matautu-Tai, Apia Samoa		
RESPONSIBLE TO:		
<ol style="list-style-type: none"> 1. Hon. Minister of Works, Transport and Infrastructure; 2. The Samoa Shipping Services Board of Directors for: <ol style="list-style-type: none"> a) The professional administration of the Samoa Shipping Services in executing of its statutory functions. b) Efficient and effective administration and implementation of all legislations, Government policies and directives relating to and affecting the Samoa Shipping Services c) Achievement of the SSS's expected outcomes and key performance indicators as stipulated in its Corporate Plan 2021-2024. 3. The Ministry for Public Enterprises as well as the Ministry for Finance for compliance with the Public Bodies Act 2001, the Public Finance Management Act 2001, other relevant legislation and Government policies. 		
POSITION OBJECTIVES:		
The main objective of this position is to lead the execution of the Company's functions, roles and responsibilities as set out under the Samoa Shipping Act 1998 and implementation of its corporate plan in an efficient and cost-effective manner to ensure the Company provides sustainable Crewing and Shipping Services in accordance with international maritime standards.		
DUTIES:		
The General Manager will perform the following duties: Strategic and Technical Support		

1. Provide timely and informed policy advice to the Minister, Board of Directors and other stakeholders on all strategic and policy-related matters of SSS in accordance with related legislation and SSS mandates.
2. Provide high quality support services to SSS to ensure full compliance with the ISO9001:2015 certification requirements as detailed in its Quality Management system (QSM)
3. Oversee the development, review and update policies and procedures and their relevance to the operations of the SSS by virtue of its mandates.
4. Collaborate, network and consult with current employer partner (regionally / internationally) and secure agreements with new employer partners to ensure seafarer employment on board foreign vessels is growing.

Monitoring and Regulatory

1. Regular monitoring and evaluation of operational systems to ensure SSS delivers professional crewing and shipping agency services.
2. Ensure an acceptable growth in the number of Samoan seafarers employed on board foreign vessels.
3. Conduct regular awareness program for Seafarers training and certification under the International Maritime Organization (IMO 1996).
4. Manage, monitor and control seafarers' requirements including certification, employment contracts, compliance with MWIT regulations, IMO and ITF rules, STCW 95 regulations, MSC Crew Management System (CMS) and both local and international recognized standards.

Leadership and Management

1. Effective and Efficient management of Samoa Shipping Services Limited ("The Company") in accordance with the relevant legislative requirements:
 - a) To ensure that the operation of the Company is in compliance with its Articles and Memorandum of Association.
 - b) To ensure the Company complies with:
 - ❖ Samoa Shipping Act 1998
 - ❖ Public Bodies Act 2001
 - ❖ Companies Act 2001
 - ❖ Public Finance Management Act 2001
 - ❖ Seafarers Training, Certification and Watch-Keeping for Seafarers 1995 (STCW 95) under International Maritime Organization 1996 (IMO 1996)
 - c) To ensure that the Company is indemnified from any unnecessary legal action.
 - d) To ensure the operations of the Company are in compliance and in line with its Corporate Plan approved by the Board of Directors.
2. Effective and efficient divestment of all Company Assets
 - a) Ensuring maximization of returns of investment activities
 - b) Exploring new divestment options with a view to diversifying the revenue base of the Company
 - c) Ensuring effective and efficient management and control of the Company's assets.
3. Effective and efficient management of financial and human resources of the company
 - a) To ensure that a competent and committed workforce is maintained by the Company.
 - b) To facilitate ship agency – FIFO, Bill of Lading, Ship Charters, ISPS Code, wharf handling and associated activities.
 - c) To promote Samoan seafarers on deck and engine on department on cargo ships and hotel department on cruise ships and crew certifications.

- d) To maintain ship crew roster, manning and crew certifications requirements in accordance with STCW '95.
 - e) Facilitating a work environment that promotes the efficiency and effectiveness of the company's service delivery
 - f) Prepare and submit the statutory reporting requirements including:
 - Annual Reports to be submitted to Parliament through the responsible Minister on the operations of the Samoa Shipping Services
 - Quarterly and Annual Budget reviews to the Ministry for Public Enterprises
 - Audited financial statements of the Company to the SSS Board of Directors
 - Corporate Plan to the Ministry for Public Enterprises
 - g) Explore avenues to garner technical and financial resources to support the implementation of activities (as well as performance indicators) set out in the SSS's Corporate Plan.
 - h) Oversee the implementation of the Company's Performance Management Appraisal System and its Strategic Plans as well as other operating requirements and regularly monitor and evaluate their effectiveness and relevancy.
 - i) Promptly resolve all issues that may arise internally and externally which may affect the Company's and its operations as well as work issues related to staff of the Samoa Shipping Services.
 - j) Work in close collaboration with all partner agencies including donors and stakeholders in fostering and securing their continuous support.
4. Obtaining and seeking Board approval for
- a) Company Operating Budget
 - b) Five (5) year Corporate Plan containing clear directions and goals for the Company with annual updates to be submitted at the commencement of each business year.
 - c) Capital and Expenditure additional to budget.
 - d) Matters that are likely to affect the Company's reputation
5. Other Duties for SSS Board
- a) Board Secretary for its meetings
Represent the Government of Samoa in and or deal with international and regional organizations, institution and forums.

SELECTION CRITERIA

POSITION SPECIFIC COMPETENCIES	
SKILLS AND ABILITIES	DESCRIPTORS
Strategic Leadership	<ul style="list-style-type: none"> ▪ Articulates a clear vision of the Company inspires a sense of shared purpose and direction and drives the Company's vision and long-term direction. ▪ Ability to recognize opportunities that the Company can utilize to secure resources from local and international sources to support implementation of its programs and the strengths and potentials of its personnel in meeting the Company's vision and goals. ▪ Ability to make timely and effective decisions and produce results through strategic planning and implementation and evaluation of programs and

	<p>policies to inform policy and operation reforms.</p> <ul style="list-style-type: none"> ▪ Considers emerging trends and multiple perspectives when assessing impact, long-term opportunities and viable solutions. ▪ Drives and sustains a performance culture and inspires a strong desire to succeed and work towards goal accomplishments. ▪ Demonstrates understanding of management principles particularly in a shipping services environment. ▪ Has good command skills and encourages internal feedback and external assessment for improving the Company's performance and take personal responsibility for outcomes. ▪ Build effective teams and relevant systems within the Company to ensure effective and efficient operations. ▪ Ability to acquire and administer resources (human, financial, material, information) in a manner that instills public trust and accomplishes the Company's goals.
Building Relationship	<ul style="list-style-type: none"> ▪ Nurtures internal and external relationship ▪ Values individual's differences, strengths and potential and harness these to achieve the Company's goal ▪ Develops guides and monitors employees. ▪ Drives a culture of collaboration, participation and recognizes importance of consultation, stakeholder engagement and fostering teamwork. ▪ Communicates the big picture clearly to a wide range of internal and external audience with precision, confidence and in an articulate manner. ▪ Empowers, mentors and engages staff in activities to sustain morale and encourage regular feedback and recognition of achievement.
Delivers / achieves results / outcomes	<ul style="list-style-type: none"> ▪ Drives a culture of achievement and commitment to achieving outcomes beyond expectations. ▪ Drives an efficient and effective system of planning, reporting progress, monitoring and evaluating of results. ▪ Stimulate / create a culture of accountability and transparency. ▪ Uses workforce planning to develop and maintain the capability to deliver services effectively.
Management	<ul style="list-style-type: none"> ▪ Drives effective planning and demonstrates a strong organizational ability and experience through the integration of structures, systems and teams to better achieve objectives. ▪ Drive strategies to achieve operational efficiencies and value for money. ▪ Provide oversight for financial resources and assets and account for their use. ▪ Invest time in managing and developing people. ▪ Integrate plans into a transparent management framework to fulfill obligations of management accountabilities. ▪ Uses workforce planning to develop and maintain capability to deliver services effectively.
Leadership	<ul style="list-style-type: none"> ▪ Ability and confidence to build, lead and navigate an effective and sustainable organization through stewardship and governance. ▪ Able to plan and execute a vision based on current and future possibilities and inspire teams to adapt and thrive in a changing environment. ▪ Able to lead a meaningful process of change in a purposeful manner. ▪ Ability to manage politics, take risks, be innovative and deal with complexity.

	<ul style="list-style-type: none"> ▪ Is resourceful, optimistic, energetic, open minded, flexible and capable of solving problems and making decisions. ▪ Drives and sustains a performance culture both internally (agency level) and externally.
PERSONAL ATTRIBUTES	DESCRIPTORS
Integrity / Ethics	<ul style="list-style-type: none"> ▪ Possess appropriate values and belief in what is best for the common good. ▪ Is widely trusted and is seen as a direct and courageous individual. ▪ Personifies values of honesty, integrity, impartiality, transparency accountability. ▪ Demonstrate self-awareness and commitment to personal development. ▪ Serves the Government of the day irrespective of personal preferences
Commitment & Personal Drive	<ul style="list-style-type: none"> ▪ Takes responsibility and initiates timely action to resolve issues. ▪ Is prepared to make tough corporate decisions to achieve desired outcomes. ▪ Accepts accountability for mistakes made in the organization and ensures corrective action is taken.
Judgment / Intelligence / Commonsense	<ul style="list-style-type: none"> ▪ Is analytical, proactive, innovative and able to conceptualize strategic issues faced by the Company and apply appropriate and cost-effective solutions. ▪ Is aware of new and emerging issues such as climate change and disaster risks and able to design interventions to adapt to climate change and reduce disaster risks and ensure that the Company is ready to respond at all times to small scale incidents and national disasters. ▪ Has the functional and technical knowledge to carry out the General Manager's duties to a high level of accomplishment. ▪ Makes sound decisions based on common sense, experience and good judgment without prejudice. ▪ Anticipates implications and applies effective judgment to develop solutions.
Innovation and Creativity	<ul style="list-style-type: none"> ▪ Consistently generates and employs original ideas, tackling both simple and complex problems. ▪ Brings out the best in others, leads them to discover new ideas, solutions and new ways of doing the job and unafraid to use unorthodox methods. ▪ Drives and steers the change agenda and demonstrates understanding of the complex range of factors which effect change. ▪ Ensuring a safe and happy work environment for all employees where they can freely express their creativity and individuality and still value being part of the Company.
EXPERIENCE & PAST WORK PERFORMANCE	DESCRIPTOR
	<ul style="list-style-type: none"> ▪ Proven experience in management or leadership at a minimum of eight (8) years of service.
ACADEMIC QUALIFICATION	DESCRIPTOR
	<ul style="list-style-type: none"> ▪ Minimum qualification of a Bachelor degree or higher, either in Management, Finance and Maritime or in other related discipline relevant to this position.