

## JOB DESCRIPTION

<b>Job Title:</b>	Resource Coordinator
<b>Department:</b>	Field Service Order Office / Delivery - Maritime
<b>Reporting To:</b>	Manager Field Service Order Office
<b>Job Location:</b>	Houston

### POSITION

#### 1. PURPOSE

Resource Coordinator in the area to assign and coordination of Marlink Field Engineers and Field Service Partners to our global field operations within the Marlink Group.

#### 2. MAIN RESPONSIBILITIES / TASKS

- Represent the Field Service Order Office in the function of Resource Coordinator. No personnel responsibility but operative responsibility
- Allocate Field Engineers or Field Service Partners to installations, migration, fault correction, preventive maintenance and other tasks
- Quality assure the information and order from Project and MNOC before initiate a task
- Ensure productivity of the workforce is maximized and continually reviewed to achieve optimum performance
- Organize and prioritize workload to support field operation
- Maintain a purposeful relationship with the Project and Support Team
- Process and update paperwork and electronic applications/systems in a timely manner
- Ensure defined field reports are made available in TT System, after a task completed according to defined timeframe
- Respond to queries from the Project and Support Team, take appropriate actions/decisions
- Maintain effective communication with the FS Managers to ensure resources are matched to the work programme
- Be prepared and willing to respond as required in an critical situation. Take part in 24/7 operation including home duty
- Track progress, control and have status of all field task running
- Maintain departmental procedures
- Produce a weekly status report to the FS Management

### **3. ENVIRONMENT**

#### **3.1 WORK LOCATION / TRAVEL NEEDS**

- Houston
- Occasional travel to other Marlink premises about 10-15 days/year

#### **3.2 RESOURCES**

- No personnel responsibility
- Systems: Ticket System / Task Database / Resource Plan /Microsoft Office

### **4. PROFILE**

#### **4.1 ESSENTIAL QUALIFICATIONS**

##### **4.1.1 Education**

- Managerial, Administrative or Technical; project , support, coordination and planning

##### **4.1.2 Experience**

- Human Resource coordination and planning
- Service and support coordination and planning
- Maritime environment and business

##### **4.1.3 Skills**

- Fluent in English and preferable other international Languages
- Organizational and coordination skills
- Work under pressure,
- Experience in serving in multi-cultural/national environment
- Can take appropriate decision making as and when required
- Resilient and able to work in tight timescales and business critical constraints
- Demonstrate strong commitment to quality and adherence to practices, procedures and scheduling dealines
- Able to comply with the company security and safety procedures and regulations

##### **4.1.4 Knowledge**

- Proficiency with MS Office products

##### **4.1.5 Attitude**

- Positive and result oriented
- Structured and systematic working methods
- Focus on quality and efficiency
- Detail oriented
- Self-motivated and creative
- Cooperative attitude; team player with ability to develop and enhance strong relationships
- Ability to adapt to changes in an environment of continuous improvements