

JOB DESCRIPTION

Job Title:	Resource Coordinator
Department:	Field Service Order Office / Delivery - Maritime
Reporting To:	Manager Field Service Order Office
Job Location:	Singapore or Dubai

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 assures 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 programmed
- Be prepared and willing to respond as required in a 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

- Singapore or Dubai
- 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 deadlines
- 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