

General Manager-Cruise Division

Job title: General Manager-Cruise Division

Function: As a General Manager for the Cruise division, you will be responsible for ensuring the smooth handling of customer inquiries, managing the order fulfilment processes, and coordinating with various internal teams to deliver exceptional customer service. Your ability to lead a team, maintain detailed knowledge of customer processes, and ensure timely resolution of issues will be essential to the success of our business.

Lines of Communication:

- Upwards – Director of Cruise
- Laterally – Cruise Team
- Managing-Internal Account Supports

Responsibilities:

- To – Director of Cruise
- For- Cruise Team

Hours of work: 40 hours a week Monday-Friday

Duties:

Manage

1. Oversee and manage the productivity and performance of Internal Account Supports ensuring goals and targets are met consistently.
2. Conduct monthly one-to-one meetings with employees to provide feedback, address concerns, and offer support for professional development.
3. Set clear performance expectations and provide constructive feedback to improve employee performance.
4. Analyse productivity metrics and identify areas for improvement, implementing action plans accordingly.
5. Manage and respond to delivery issues and queries received via email within the agreed Service Level Agreement (SLA) managed by the CRM.

Lead:

6. Foster a culture of engagement and motivation among team members, promoting a positive work environment.
7. Provide coaching and mentorship to colleagues to enhance their skills and career growth.
8. Analyse productivity metrics and identify areas for improvement, implementing action plans accordingly.



9. Utilize ERP, CRM, and data management software to ensure accurate and timely order management.
10. Stay updated on cruise ship movements to promptly resolve customer issues when orders cannot be fulfilled.

Drive:

11. Handle customer inquiries over the phone in a professional and efficient manner.
12. Maintain a comprehensive understanding of various order processing procedures and channels through which orders come into the business.
13. Utilize ERP, CRM, and data management software to ensure accurate and timely order management.
14. Collaborate with internal teams to prevent order misses and ensure accurate order processing
15. Develop and maintain a comprehensive understanding of the customer base, key contacts, and the cruise ship order fulfilment process.
16. Work closely with the Purchasing team to ensure timely receipt of goods required for orders and demonstrate a strong understanding of business processes and supply chain management for efficient workload coordination.

Personal Attributes:

- Customer focused
- Astute with good levels of business acumen
- Team Player
- Highly organised
- Attention to detail
- Extremely accurate
- Good level of IT skills
- Ability to multitask
- Time Management
- Positive with a “can do” attitude
- Good communication and problem solving skills
- Able to work under pressure and to thrive from the challenges presented
- Strategic thinking
- Managing multiple priorities
- Planning work while managing customer expectations



Business Focus

Meeting business needs:	Building client relationships and growing products ranges within your accounts Delivering projects in line with the strategic priorities of the division
--------------------------------	---

People Focus

Managing relationships:	Build and maintain professional relationships with all Tower employees, clients, and supply partners. Ensuring our values are lived in the day to day
Communication: verbal/written	Chooses the most appropriate method to communicate effectively with Tower employees, clients, and supply partners.

Personal Focus

Personal organisation:	Recognises and completes administration tasks allocated in priority order and to meet timescales set.
Personal organisation:	Sets priorities to achieve personal and business targets.
Self-control:	Perform effectively and act with the upmost professionalism, remain calm even in the most challenging of circumstances.

Change Focus

Adaptability:	Responds positively to the changing needs of the business and its clients by adapting behaviour to maintain effective performance.
----------------------	--

Analytical Focus

Information gathering:	Seeks to obtain all relevant information when dealing with tasks allocated to support the general running of the business and to enable scrutiny of business functions.
Forward Planning:	Prepare plans, anticipate possible demands and outcomes and prioritise appropriately.
Decision Making	Make timely and balanced decisions based on available information and experience, seeks support from peers and senior staff members.

Quality Focus

Thoroughness:	Works logically and accurately, paying attention to the detail of tasks allocated and the timescales set.
----------------------	---



Quality Conscious:

Consistently works to a high standard and looks for ways to improve current working practices and processes.

Qualifications and Skills:

- Proven Experience in Customer Support, order management and operations management.
- Excellent communication and interpersonal skills.
- Strong organizational and coordination abilities.
- Proficiency in Word and Excel.
- Analytical Mindset with problem-solving skills.
- Ability to work under pressure and meet deadlines.
- Knowledge of the cruise industry and supply chain management is a plus.

Last updated: July 2023

