

Assistant Market Manager -Swire Shipping

Role Purpose

The Assistant Market Manager's primary role is to provide global support to the Market Team to ensure global compliance with Federal Maritime Commission (FMC) requirements. Providing guidance, feedback, and reports relating to the FMC. The role also provides significant support to the Market Manager and the Commercial Team in North America, to assist in ensuring speed-to-market pricing, whilst also quoting for ad-hoc business requests that come from both the commercial team and direct from the customer from the e-portal.

Role Accountabilities

- Provide Global support on the FMC process making sure the Market Team is aware of requirements, and any changes to legislation.
- Ensure all Policy Documentation is kept up to date and valid.
- Conduct quarterly reviews on FMC tariffs where applicable.
- Provide daily audit reports for FMC rate filings, making sure that rates are filed correctly and timely with Descartes.
- Review and action Descartes daily discrepancy report, for FMC rate conflicts.
- Support the Global Market Team in ensuring high compliance levels, identifying trends & issues, and recommending ways to improve.
- Provide training to Market Team as required.
- Provide required documentation to continue the CTPAT compliance on a monthly, six-monthly, and annual basis.
- Understand and manage any changes to the USCBP CTPAT policies.
- Prepare and manage audit requirements from USCBP.
- Manage and distribute any internal policy changes, and amendments that affect our CTPAT status.

Market Management

- Assist the Market Manager in gathering data and setting pricing, to deliver targets on cargo contribution of their market.
- Assist to facilitate non-standard quotation requests, as directed by the Market Manager.
- Growth and maximization of market share and alignment with internal functions on strategies to support growth opportunities.
- Assist with management of the day-to-day administrative functions of Market management.
- Analyse trends, market profile, and competition changes.
- Develop expertise in their CIF/FOB markets and embed this knowledge into the organization.
- Bring in market intelligence on clients and competitors, and SS reputation, and give input and feedback on SS capabilities, pricing, and positioning.
- Where required support the Market Manager in the day-to-day management and reporting tasks.
- Assist in the preparation of annual budgets, quarterly forecasts, and monthly accounts for cargo contribution across all services.
- Work closely with Commercial and Port Operations teams, as well as competitors/partners, and make analyses and recommendations pertaining to market management, keeping in mind targets on yield, customer service, and profitability.

Crisis Management

- Make every effort to be aware of and understand your role in the event of a crisis.
- Make every effort to attend any relevant training, simulations, and or meetings relating to Crisis Management.
- Perform your role as best as possible in a calm and collaborative manner in line with the relevant policy and procedures in the event of a Crisis.
- Provide input and feedback on the ongoing improvement of the Crisis Management framework and procedure.

Safety

- Take responsibility for the safety of myself and those around me by displaying safety leadership principles (i.e., Safety I's & Accountability ladder).
- Challenging and stopping unsafe acts and behaviors or unsafe conditions.
- Comply with the Global Safety Standards, Policies, and Operating Procedures.

Key Qualifications & Skills

- **Must be able to work nights, weekends, and holidays on a regular basis**
- Degree or diploma desirable with a focus on Business or Supply Chain Management.
- 3-5 years of progressive shipping experience preferred with a proven business or operations focus
- Specialist and proven expertise in planning and logistics.
- Highly developed communication, presentation, and negotiation skills.
- Demonstrates extensive knowledge and understanding of shipping dynamics (contract development, cargo profiles, cargo mix, and maximizing yields.)
- A solid understanding of the financial drivers of the business and customers.
- Financial acumen: the ability to prepare and analyze financial data in support of business initiatives.
- Demonstrated commitment to exceptional customer service.
- Proven problem-solving skills, with the ability to communicate with all department styles.
- Customer-centricity: Dedicated to meeting the expectations and requirements of internal and external customers by providing improvements in products and services. Talks and acts with customers in mind. Builds a high level of customer orientation throughout the organization.
- Ownership and accountability: Take responsibility for individual and team output and results. Focused on results, profitability, and performance.
- Collaboration: work effectively with internal and external stakeholders; seek and provide help to colleagues.

Swire Career Path

Swire Leadership Competencies				
	Individual Contributor	Team Leader	Operational Leader	Strategic Leader
Strategic Leadership	Problem Solving	Problem Solving Business Acumen	Strategic Ability Business Acumen Innovation Management	Strategic Agility Business Acumen Innovation Management Managing Vision & Purpose
People Leadership	Motivating Others	Motivating Others Delegation	Motivating Others Building Effective Teams	Motivating Others Developing Direct Reports Conflict Management
Delivering Results	Drive for Results	Drive for Results Priority Setting	Drive for Results Priority Setting	Drive for Results Priority Setting
Operational Excellence	Organising Planning	Organising Managing & Measuring Work	Organising Process Management	Organising
Personal Effectiveness	Interpersonal 'Skills' Self-Development Learning 'Agility' Action Oriented	Interpersonal 'Skills' Self-Development	Interpersonal 'Skills' Self-Development	Interpersonal 'Skills' Self-Development

Company Culture

<p>Safety Mindset</p> <p>Safety is our guiding principle. We work as a team with integrity to ensure Zero Harm. Safety is fully integrated in all we do. We continually evaluate our safety behaviour and work practices to improve our safety performance.</p>
<p>Cultural Sensitivity</p> <p>We are aware, respectful and accepting of the differences that exist among people with different cultural backgrounds.</p>
<p>Customer Focused</p> <p>We are dedicated to meeting the expectations and requirements of internal and external customers through understanding first-hand information to use for improvements in products and services. We act with the customer in mind and establish and maintain effective relationships to gain their trust and respect.</p>
<p>Value Excellence</p> <p>Getting the most from every dollar, spend CNCO's money as if it were your own.</p>
<p>Swire Values</p> <p>The way we do business and how we interact with each other is guided by our values:</p> <ul style="list-style-type: none"> • Teamwork - Appreciate every individual's contribution; work as one team to meet our goals and objectives; strive to develop relationships where trust is shared. • Excellence – Promote a continuous improvement culture; set our standards to be best-in-class in all our actions; approach every challenge positively and professionally. • Integrity – Be honest in our actions; honour our commitments and deliver on our promises; be prudent and responsible custodians of the environment • Continuity – Be forward looking and take a long-term view; be proactive and transparent on Sustainable Development issues; embrace change and recognise that there will be constant challenges ahead • Endeavour – Be original and show initiative; commit wholeheartedly to our goals and objectives; always go the extra mile, as individuals, for the company and for our customers. • Humility – Respect, listen to and learn from others; celebrate our success and learn from our failures.