

## Technical and Logistics Support, Singapore

### Seatronics Vision and Mission

Seatronics are the Marine Technology Specialists. With our solution focused culture, engineering strength and extensive product knowledge, our vision is to remain the leading provider of marine electronics solutions to the global subsea market. We supply specialist subsea solutions pursuing excellence both in engineering capability and customer support. Our continually developing expertise allows us to provide full service capability on demand encompassing rental, sales, service & repair, calibration, personnel and asset management.

### Overall Purpose of Role

The Engineering Team is responsible for carrying out the testing, service and repair of both Seatronics owned and 3<sup>rd</sup> party equipment to manufacturer's specifications and tolerances following in house test procedures. You will undertake a number of tasks in assisting with preparing equipment for sale or rental including basic equipment interfacing, fault finding and maintenance of transit cases as required in order to meet project deadlines. The postholder is also responsible for the accurate control of goods in/out, stock, asset control, rental equipment and to ensure these are transported accordingly.

**Relationships:** Reports to Logistics and Compliance Manager, liaises, engineering teams and contractors.

### Key Responsibilities and Accountabilities

#### Goods Inwards Rental/Technical Support

- To receive in all hire items to the company.
- Ensure prompt inspection of goods received and any missing hire items or damages are passed to Sales team.
- Entering of all goods received to the stock system and off hire as required.
- To record all items received from customers for repair/calibration.
- Basic Testing/interfacing/ fault finding knowledge on electronic survey equipment
- Maintain equipment transit cases and shipment crates in condition.

#### Goods Inwards Sales/Stock

- To receive in all goods delivered to the company.
- Entering of all goods received to the stock system and correlating the items received to the purchase order to ensure our order requirements are fulfilled.
- Check all items for damages and manufacturing defects.
- Discuss any non conformances with the Workshop Manager so that they can be reported to the supplier.

#### Goods Out

- To assist the Workshop Manager to accurately pick stock items in accordance with the outgoing paperwork ensuring conformance to the customer's requirements.
- To assist the Workshop Manager to adequately package all orders for safe delivery to the customer.
- To liaise with the various freight forwarders delivery in the required timeframe.
- For shipments with Controlled Goods work with the Compliance Manager to ensure procedures have been followed receive any additional details from the client prior to arranging shipping.

#### Stock Control / General

- To keep the goods in / out / stores areas free of hazards to comply with Health and Safety requirements and the company's Health & Safety Policy.
- To use the company stock system to maintain accurate records, carry out stock transfers etc.
- To work with others to deal with dispatches.
- To follow and conduct audits in accordance to the audit schedule

## Experience and Qualifications

- Minimum of two years' experience of logistics/driving
- Experience of effectively organising and prioritising workload to meet deadlines
- Experience of processes and/or, of operating within formalised procedures and policies
- Experience of working effectively without close supervision
- Certificate or equivalent in a relevant area; Electronics, Electrical Engineering, or Engineering Systems is desirable
- Basic experience of Pcb investigation, soldering, crimping, mechanical assembly is desirable
- Solid experience of Microsoft Office suite; Word, Excel, PowerPoint and Outlook

## Skills and Knowledge

- Having a clear understanding of the company's policies and vision and how operations contributes to these.
- Excellent organisational and time management skills
- Exceptional attention to detail with good analytical skills
- Strong problem solving skills
- Knowledge of goods in-out processes
- Strong communication skills; e.g. report writing, customer service
- Knowledge export compliance

## Personal Qualities

- Customer focused with a forward thinking attitude
- Ability to work as part of a team
- Ability to work and make decisions unsupervised
- Outgoing team player with a professional approach able to communicate at all levels
- Ability to support the Department managers and Sales engineering in their duties
- Ability to work to tight deadlines and remain calm under pressure
- Conscientious and helpful
- Willingness to learn and participate in in-house training
- Demonstrates appropriate physical co-ordination and endurance, manual skills, spatial awareness and dexterity

## Work Requirements

- Ensure effective self-management to work in accordance with the company's values, goals and objectives.
- Willingness to maintain Continual Professional Development to ensure your own knowledge base enhances Seatronics' capability and that you comply with the company's policies, processes and principles.
- Maintain integrity by being honest and transparent with staff, clients and suppliers in line with business policies.
- Highlight new technologies or working practices which may benefit the company by way of the Process Improvement Report (PIR) process.
- Actively participate in regular team and company events as required.
- Ensure we focus on being customer centric by developing good relationships with clients and suppliers and providing outstanding levels of service to ensure client needs are met on time, every time.
- Participate in the leadership and commitment of QHSE to ensure there is zero harm to our people, the environment and equipment.
- Take an active role in ensuring the quality of our products and services fully meets customer requirements.
- Ensure you work in line with various areas of compliance, including but not restricted to Customs/Export Control/Import/Anti-Bribery/Quality Assurance (QA).
- Ideally have a clean driving license and the ability to travel to global companies when necessary.
- Ensure you are deemed fit for the role or assignment being undertaken by undertaking medical examinations/tests and/or vaccinations in line with local legislation.

## Competency requirements

### Essential competencies that are critical for job success

#### 6.2 Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

#### 7.2 Coping with pressures and setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

#### 1.1 Deciding and initiating action

- Makes prompt, clear decision which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

#### 7.1 Adapting and responding to change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people and regional differences
- Deals with ambiguity, making positive use of the opportunities it presents

### Desirable competencies for job success

#### 6.1 Planning and organizing

- Sets clearly defined objectives
- Plans activities and projects well in advance and take account of possible changing circumstances
- Manages time effectively
- Identifies and organizes resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

#### 8.1 Achieving personal work goals and objectives

- Accepts and tackles demanding goals with enthusiasm
- Works hard and puts in longer hours when it is necessary
- Identifies development strategies needed to achieve career goals and makes use of development or training opportunities
- Seeks progression to roles of increased responsibility and influence