



Strategic Marine
Maritime Solutions



Ernst & Young
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Service –Warranty Manager - JOB DESCRIPTION

Strategic Marine is an award winning, international shipbuilding and marine construction company with established operations in Western Australia, Singapore, Vietnam, Mexico, collectively employing over 1,200 staff.

We are seeking a Service Warranty Manager. Based in Vietnam and reporting to the Operations Manager, this person will manage all Service and Warranty activities in Vietnam/Asia.

Core Duties / Responsibilities

- Inspecting and quoting on all service and warranty work through the Asia region
- Resourcing, mobilisation and management of deployed staff to locations where required
- Operational assessment and sign-off of Service quotes and Warranty assessments
- Oversight of issuing, acceptance and sign-off of Customer Work Orders –warranty jobs
- Liaise with and co-operate appropriately with other Strategic business units and external suppliers to provide and/or facilitate operational input
- Direct management of Service –Warranty personnel as defined by the organisation chart.
- Produce reports as required for senior management and for departmental use.
- Manage departmental performance against agreed targets and budgets, and within policies and standards.
- Manage business risk and exposure to acceptable levels.
- Record, analyse, report and administer according to systems and requirements. Ensure direct reports similarly comply.

Interim Targets

- Develop as appropriate procedures applicable to the conduct of Service and Warranty work
- Develop and implement the Service Operational Program
- Revision of job descriptions and development of performance plans for Operations staff



- In consultation with Operation Manager develop the Service Job Proforma, associated process flow and Customer Work Order including FSR reports.

Knowledge, Skills and Experience Essential

- Internationally recognised Engineering Qualification
- Minimum 5 years experience as a Marine Engineer and /or Project Manager with proven track record within similar industry (Engineering, Shipbuilding, Civil or Commercial Construction, Heavy Manufacturing, Oil & Gas)
- Proven leadership skills and ability to manage large, diverse teams
- High level negotiation and dispute resolution skills
- Performance and outcome orientation
- Commercial acumen
- Experienced in contractual management
- Mature and patient. Ideally experienced in working with other cultures
- Commitment to continuous improvement, safety, teamwork and open communications

To apply, please email a covering letter and resume to employment@strategicmarine.com, and for more information, please call Ian Wardrope on +61 (08) 9437 4840



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EXPORT AWARD

CHIEF FINANCIAL OFFICER - JOB DESCRIPTION

