

## Job Title

Manager, Technical Services and M&R (Singapore)

## Functional Summary

The Manager of Technical Services and M&R, has full responsibility over all M&R processes, depot vendor management and the administration of SeaCube's depot quality control processes of the Asia Pacific Region.

## Responsibilities

- Manage repair vendors/depots within the region
- Assess and establish a tariff of repair costs for the verification of off-hire estimate accuracy.
- Monitor and control overall depot off hire repair costs and repair quality.
- Handle and solve customer off hire dispute
- Manage the customer interactions required to obtain approval of off hire damages as efficiently as possible, including the handling of customer disputes.
- Handle all owner repair approval
- Handle all technical and M&R related issues as they arise, including dispute resolution.
- Perform physical depot audits of repairs, repair estimates and depot facilities.
- Administer all parts of the depot quality control program.
- Monitor activity and M&R reports using Electronic Data Interchange (EDI), manual reports, and internal systems
- Provide M&R and technical training to internal staff and SeaCube appointed depots.
- Understand the off-hire survey process, and manage surveyors hired to represent SeaCube's interests as needed.
- Maintain good working relations with customer representatives, even in cases of dispute and dispute resolution.
- Understand the EDI process, to include identifying and correcting transmission errors, and working with depots to establish and improve their transmission capabilities.
- Perform other Ops and M&R related tasks/duties as required.

## Qualifications

- Bachelor degree holder
- Sound technical knowledge educational background is preferred.
- Solid working experience in shipping industries and full understanding of the equipment flow of the shipping & container leasing industry
- Sound knowledge of refrigerated system of reefer containers.
- Good knowledge of IICL and Cargo Worthy inspection & repair standard & relevant coding.
- IICL certified inspector is an advantage.
- Experienced in performing physical depot audits & conducting depot training.
- Frequent travel is required.
- Fluent in speaking & effective writing in English and Chinese
- Excellent presentation & communication skills.