



INTERNATIONAL LUTHERAN SEAFARERS' MISSION

“To care for the well-being of the seafaring community in Word & Deed.”

We are hiring an Operations Manager

The International Lutheran Seafarers' Mission (ILSM) is a Christian charity organisation which provides for the welfare and well-being of international ship crew who arrive in our seaports every day. This position reports to the Board Member in-charge. You will supervise and lead the entire Operations Team to engage the ship crew onboard and/or ashore by welcoming them and offering our warmest hospitality as a missionary worker.

In addition to learning Critical Core Skills, this exciting job role gives you the opportunity to acquire some specific skills and knowledge that you cannot find anywhere else. The work scope includes the following:

- Manage conduct and oversee ship visits in PSA Terminals, ensuring seafarers receive appropriate pastoral care and support.
- Manage **Coastal Welcome Services (CWS)**, facilitating engaging and meaningful shore access for seafarers.
- Plan, coordinate, and execute outreach programmes, events, and community initiatives.
- Manage budgets and allocate resources effectively to optimize operational efficiency.
- Manage networking with internal and external church partners.
- Lead fundraising efforts.
- Uphold high accountability to Board members regularly.
- Collaboration & network with maritime partners, sponsors, and volunteers to ensure smooth coordination and effective outreach.
- Identify opportunities for process improvement and implement strategic initiatives.
- Maintain accurate records and ensure all documentation meets compliance standards.
- Handle complex humanitarian seafarer-related cases and escalations appropriately, seeking guidance when required.
- Ensure compliance with organizational policies and relevant regulations.
- Oversees the operational team in their liaison work with stakeholders for the proper maintenance of our Drop-in centre at Jurong Fishery Port.

Please note that this is an outdoor job involving ship climbing and work area is in the western region of Singapore.

What We Are Looking For:

Experience:

- At least 3 - 5 years' of relevant work experience (operations, managerial role).

Skills:

- Strong written, verbal communication and presentation skills in English and Mandarin.
- Good interpersonal and analytical abilities.
- Willingness to learn, take initiative, and adapt in a dynamic environment.
- Very high critical thinking skills in solving time pressing problems.

Mindset:

- Be a team leader with good emotional intelligence.
- Possess a missional mindset, empathy and compassion.
- Be bold and unashamed in sharing the Gospel with people of all nationalities.
- Be hospitable and joyful in service.
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Requirements:

- Active Christian faith.
- Must be a Singapore citizen or Permanent Resident.
- Diploma and above in any discipline, Maritime shipping, Business, Management, or a related field is an advantage.
- Valid **Singapore driving licence Class 3**.
- At least 3 years' of work experience, preferably in social service or mission work.
- Willingness to work flexible hours, including occasional evenings or weekends.

Benefits:

- CPF contribution.
- Transport allowance & privileges.
- Mobile phone allowance.
- Insurance, dental & medical benefits.
- Hospitalization and Sick Leave.
- Quarterly KPI incentive framework.
- Annual leave.
- Annual performance bonuses.
- Safety Personal Protection Equipment allowance.
- Relevant upskilling subsidy.

To apply, please send your resume and cover letter to: ilsm@lutheran.org.sg



INTERNATIONAL LUTHERAN SEAFARERS' MISSION

“To care for the well-being of the seafaring community in Word & Deed.”

We are hiring an Operations Executive

The International Lutheran Seafarers' Mission (ILSM) is a Christian charity organisation which provides for the welfare and well-being of international ship crew who arrive in our seaports every day. This position reports to the Operations Manager. You will work closely with the Operations Team to engage the ship crew onboard and/or ashore by welcoming them and offering our warmest hospitality as a friendly host.

In addition to learning Critical Core Skills, this exciting job role gives you the opportunity to acquire some specific skills and knowledge that you cannot find anywhere else. The work scope includes the following:

- Board the containerships in PSA Terminals to interact with international ship crew.
- Bring the ship crew out of PSA Terminals under our Coastal Welcome Services (CWS).
- Manage our Drop-in centre at Jurong Fishery Port and interact with fishermen.
- Liaise with stakeholders for the proper maintenance of our Drop-in centre at Jurong Fishery Port.
- Manage the deployment of Volunteers to welcome the international ship crew whenever needed.
- Coordinate with vendors for the design, production and delivery of publicity materials.
- Help to make regular posts on social media to project a positive image and gain followership.
- Support the planning, organisation of publicity activities and events.
- Record operational information accurately to support the submission of monthly operational reports.

To enjoy and succeed in this role, you should possess the following attributes:

- You are a team player with good emotional intelligence.
- Comfortable in sharing the Gospel/Christian faith.
- You are reasonably fit to climb steps to board a ship in the seaport.
- You love people and have a compassionate heart towards serving the needy.
- You are an active person and take initiative to anticipate and solve problems.
- You work with little supervision and manage priorities well to deliver work tasks on time.
- You are able to communicate well in oral and written English and Mandarin.
- Communicate verbally in either Bahasa (Indonesia/Melayu) or Tagalog **is an advantage**.

Qualifications and experience:

- Class 3 driving license.
- Diploma and above in any discipline.
- At least 2-3 years' of relevant work experience.

Benefits:

- CPF contribution
- Transport allowance
- Mobile phone allowance
- Insurance, dental & medical benefits
- Hospitalization and Sick Leave
- Quarterly KPI incentive framework
- Annual leave
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