



Pacific Basin

With you for the long haul



Pacific Basin is one of the world's leading owners and operators of modern Handysize and Supramax dry bulk ships. We are listed in Hong Kong and operate globally with a fleet of over 260 ships trading worldwide. Our team comprises about 4,300 seafarers and over 400 shore staff in 14 key locations around the world.

Job Title	Head of Operations	Location	Stamford
Department	Commercial Operations	Reporting Line	General Manager, Commercial Operations, Atlantic

Role Summary	<p>We are seeking an experienced and commercially minded Head of Operations to lead our Stamford operations team. This is a senior, hands-on leadership role with significant responsibility for the safe, compliant, and profitable operation of vessels trading predominantly in the Atlantic and U.S. markets.</p> <p>The role requires strong operational judgement, the ability to lead under pressure, and credibility with external stakeholders including customers, owners, terminals, surveyors, agents, and service providers. The successful candidate will play a key role in strengthening operational performance, external relationships, and team capability in a demanding and highly visible operating environment.</p>
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Responsibilities	<ul style="list-style-type: none">• Lead and manage the Stamford operations team, setting clear standards, priorities, and accountability in line with the company's values and operational objectives.• Take ownership of day-to-day operational decision-making, including the handling of incidents, performance shortfalls, and escalations.• Recruit, develop, and retain a high-performing operations team, fostering a culture of professionalism, openness, and continuous improvement.• Act as a senior operational representative of the company with key customers, owners, brokers, terminals, surveyors, agents, and service providers, particularly within the U.S. and Atlantic regions.• Work closely with Chartering, Commercial Claims, Technical, and other internal stakeholders to manage operational risk, resolve disputes, and protect commercial outcomes.• Drive the adoption of the company's evolving operations strategy, including the effective use of digital tools and data to improve decision-making and efficiency.• Monitor and analyse operational performance metrics, identify trends and risks, and implement practical corrective actions to enhance efficiency and profitability.• Stay abreast of industry developments, regulatory changes, and market dynamics affecting dry bulk operations, adapting processes and approaches as required.• Ensure full compliance with company policies, regulatory requirements, and industry best practices.
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Skills Capabilities Qualifications	<ul style="list-style-type: none">• Minimum of 5 years' relevant experience in shipping operations, with either demonstrated leadership experience or clear evidence of ambition and readiness to step into a senior operational role.• Strong practical understanding of dry bulk shipping operations, with exposure to Atlantic and/or U.S. trading environments highly desirable.• Proven ability to make sound operational decisions under pressure and take ownership of outcomes.• Strong commercial awareness, with experience working closely with chartering and claims functions.• Excellent communication and interpersonal skills, with the confidence to engage effectively with senior internal and external stakeholders.	Attributes / Personality	<ul style="list-style-type: none">• Decisive, practical, and comfortable operating in complex and fast-moving environments.• Organised, proactive, and able to manage multiple priorities without losing sight of detail.• Strong analytical and negotiation skills, combined with sound judgement.• Collaborative leadership style, with the confidence to challenge constructively when needed.• Eligible to work in the United States
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What Success
Looks Like

Success in this role will be demonstrated by a confident and well-supported Stamford operations team, strong and credible external relationships, and clear ownership of operational performance and outcomes in the Atlantic and U.S. regions.

If you are selected, you will be continuously assessed not only on the basis of your performance, but also on the basis of your attitude and behavior. Cultural fit and adherence to Company values is of paramount importance. We are committed to fostering a diverse, equitable, and inclusive workplace where all colleagues feel valued and empowered to bring their authentic selves to work. Please apply with a full résumé, salary expectation and contact details to the Human Resources Department at recruiting@pacificbasin.com. We only accept CVs in pdf format. (Application deadline: 22 January 2026)

All applications will be treated in strict confidence and used solely for recruitment purposes.