



January 2024

ISO 9001 Certified

JOB POSTING: Operations Coordinator

Who We Are:

Towing Vessel Inspection Bureau (TVIB) is a 501(c)(6) non-profit trade association of marine auditors, surveyors and vessel operators from the towboat and tugboat industry. TVIB educates, develops audit and survey tools, and certifies member auditors and surveyors to perform consistent, objective, and independent audits and surveys of marine operators. TVIB is also a United States Coast Guard approved third-party organization (TPO) under 46 CFR Subchapter M, offering regulatory compliance services to vessel operators across the United States. Our customers range from single towboat owners to large corporations operating many towboats, and everything in between. We have developed innovative and comprehensive compliance tools to help ensure every customer, regardless of the size of their organization, is supported in achieving regulatory compliance. TVIB is an ISO 9001:2015 certified organization that operates within the parameters of its Quality Management System (QMS).

Job Summary:

The Operations Coordinator is a pivotal role that provides dedicated day-to-day operations support to assigned customer accounts. In this capacity, you will be responsible for the efficient and effective delivery of TVIB services as well as supporting the implementation of new services and retention within assigned customers.

Additionally, the Operations Coordinator works within the Operations Team on a variety of related company projects, from training, refinement of audit/survey tools, to customer outreach related to marine casualty reporting incidents.

The successful candidate for this position will have a passion for, or willingness to learn, the towboat, tugboat and barge industry and a desire to enhance both the safety of vessel operations and compliance with regulatory requirements. The individual will have experience in a support role, preferably within the disciplines of safety/compliance, operations, and/or maintenance and repair. Knowledge of 46 CFR Subchapter M a plus.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist new customers throughout the onboarding process
- Assist customers in processing documentation when their fleet of vessels changes
- Review audit/survey reports for quality control, including adherence to regulations and TVIB guidelines and finalize reports for delivery to the customer and the United States Coast Guard
- Provide excellent customer service to our members
- Monitor and respond to critical emails to ensure appropriate and timely processing of activities
- Communicate effectively with all stakeholders, including members, customers, United States Coast Guard, and staff
- Effectively prioritize day-to-day activities to ensure business processes and functions run smoothly
- Utilize internal technology to maintain accurate records
- Work collaboratively with other team members to achieve department and company goals
- Maintain phone call conversation notes, email documentation and other written correspondence with TPO customer, USCG, and other interested parties

EDUCATION, CERTIFICATIONS, AND EXPERIENCE

- Associate's degree in Business, Environmental Science, or related fields preferred
- Minimum of three years of administrative assistant or customer experience required, preferably in the maritime industry

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KNOWLEDGE, SKILLS, AND ABILITIES

- Experience using Microsoft Office 365 suite of products and Adobe Acrobat
- Effective communication skills (verbal and written)
- Ability to compose, review, and edit technical writings such as detailed processes, policies, and guidelines for both internal and external documents
- Excellent customer service and relationship-building skills
- Exercise strong project and time management skills ensuring timely delivery objectives and solutions
- Attention to detail and ability to cope with several tasks simultaneously,
- Capable of performing as project lead in cross-functional teams
- Ability to make rational decisions through sound logic and deductive reasoning
- Self-motivated with the ability to manage own time and organizational skills
- Must work well within a collaborative environment
- Acts in alignment with company policies and procedures and aligns themselves with the overall company strategy

REQUIREMENTS

- Job is intermittently sedentary but requires mobility
- Emotional stability and personal maturity are important attributes in this position
- Must handle stressful, urgent, novel, and diverse work situations daily
- Position requires periodic travel by automobile and/or airline to handle work-related activities locally/out-of-town and may require overnight trips (less than 10% travel)
- Attendance and punctuality are essential for success in this position

May be required to demonstrate competencies of various hardware/software skills verified during interview.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. and may be revised upon development of other duties and changes in responsibilities.

SERIOUS INQUIRIES ONLY – review carefully as only submittals that follow the guidance below will be considered

- Interested parties **must** apply through the following link on our website's [Job Postings](#) page
- For consideration, send a cover letter, resume, and salary requirements, **all 3 are required**
- If selected for an interview, must complete an application, and provide references for persons who can speak to recent and relevant work experience, **references will be contacted**