



Operations Coordinator TOR

Company: Orijin Inc.

Reports To: Operations Team Lead

Location: Prashad Nagar, Georgetown, Guyana

Employment Type: Full-Time

A. Purpose of the Position

Operations Coordinators are responsible for the execution of all operational activities across the Company's service lines. They are the engine of the Operations Department — carrying out the day-to-day work that clearances, releases, deliveries, exports, and vessel agency activities depend on.

Each Coordinator currently holds primary responsibility for specific service area(s) and has built real expertise there. Alongside this specialization, every Coordinator is expected to build working knowledge across all service areas so they can competently cover a colleague's responsibilities when required, supporting continuity across the department.

Coordinators are expected to see each job through to the desired result — not simply to complete individual steps — and to report directly to the Operations Team Lead with prompt, proactive updates on progress and issues.

B. Key Responsibilities

1. Core Service Execution

- Clearance — coordinate the customs clearance process for import and export shipments, ensuring accurate entries and supporting documentation.
- Local Licensing (New Vehicles & Transfers) — process applications for new vehicle licensing and ownership transfers in line with regulatory requirements.
- Release — coordinate the release of cargo and shipments from customs and port custody.
- Delivery — coordinate delivery logistics to ensure cargo reaches its final destination accurately and on time.
- Air Export — manage documentation and coordination for outbound air freight shipments.
- Sea Export — manage documentation and coordination for outbound sea freight shipments.
- Hand Carries — manage the coordination and handling of hand-carried documents and parcels.
- Vessel Agency — perform vessel agency functions, liaising with port authorities and shipping lines on vessel calls and related requirements.



2. Task Execution & Results Focus

- Carry each assigned job through from initiation to genuine resolution — not just the completion of individual steps.
- Proactively follow up on outstanding items (with clients, agencies, or third parties) to keep jobs moving toward completion.
- Flag anticipated delays or issues early, rather than waiting for them to become critical.

3. Cross-Coverage & Flexibility

- Maintain primary responsibility for assigned service area(s) while building working knowledge of all other service areas over time.
- Participate in cross-training and knowledge-sharing activities as scheduled.
- Step in to competently cover a colleague's responsibilities during absences, peak periods, or urgent situations, as assigned by the Operations Team Lead.
- Document and share knowledge in a way that supports smooth handover and coverage by others.

4. Client & Third-Party Communication

- The Operations Team Lead is the client's primary point of contact; general client communication and the client relationship are managed by the Team Lead.
- Exception: a Coordinator may communicate directly with the client for their own assigned job where a live, in-progress update is needed.
- Liaise with regulatory agencies, port authorities, shipping lines, transporters, and warehouse operators as required to progress assigned jobs.
- Ensure all communications are professional, timely, and aligned with company standards.

5. Documentation & Compliance

- Ensure customs entries, applications, and supporting documentation for assigned jobs are accurate, complete, and meet regulatory and internal standards.
- Maintain the working file for each assigned job in good order, ready for the Operations Team Lead's review upon completion.
- Maintain confidentiality and proper handling of sensitive operational information.

6. Reporting & Escalation

- Communicate updates, progress, and issues promptly to the Operations Team Lead.
- Escalate delays, risks, or complications that cannot be resolved directly.
- Provide accurate status information to support department-wide tracking and reporting.



7. Use of Company Systems:

- Use designated operational/reporting systems consistently and accurately for tracking, updates, and reporting.
- Keep information entered into those systems accurate, complete, and current.
- Adopt and use any new systems or tools the Company introduces, per training/guidance provided.

8. Other Duties

- Perform any other operational duties as may reasonably be assigned from time to time.

C. Competencies

- Solid understanding of customs, shipping, and logistics processes
- Strong organizational and time-management abilities
- Attention to detail and accuracy in documentation
- Clear and professional verbal and written communication
- Adaptability and willingness to learn areas outside current specialization
- Strong problem-solving skills and sound judgment
- Ability to manage multiple priorities under pressure
- High level of integrity and accountability

D. Basic Requirements

- High school diploma or equivalent (post-secondary education an advantage)
- Experience in operations, logistics, customs brokerage, or shipping an advantage
- Working knowledge of customs processes and documentation
- Computer literacy (MS Office, email, and operational systems such as ASYCUDA)
- Willingness and ability to travel to ports, warehouses, and client sites as required
- Ability to work flexible hours and respond to urgent operational needs when required