

Vacancy: Operations Coordinator

Company: Orijin Inc.

Reports To: Supervisor

Location: Prashad Nagar, Georgetown, Guyana

Employment Type: Full-Time

A. Purpose of the Position

The Operations Coordinator ensures smooth operational activities by coordinating with third parties, monitoring clearance progress, supporting vessel agency functions, and maintaining timely communication with all stakeholders. This role bridges office and field operations, keeping shipments, vessels, and related processes aligned and on schedule.

Note: This position focuses on coordination and execution support. It does not involve data entry, document processing, or supervisory responsibilities.

B. Key Responsibilities

1. Clearance Coordination

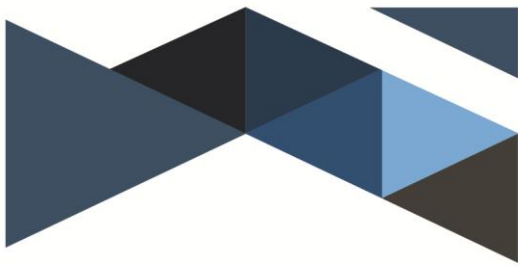
- Monitor progress of customs entries prepared by the Processing Clerk and follow up with regulatory agencies (GRA, Port, MARAD, MOA, etc.) for timely clearance.
- Coordinate with drivers, port staff, and warehouse personnel to facilitate inspections and cargo release.
- Resolve on-ground operational issues, engaging relevant third parties as needed.
- Escalate delays or unusual issues promptly to the Supervisor.

2. Third-Party & Stakeholder Liaison

- Act as the primary daily contact for shipping lines, port staff, transporters, warehouse operators, and other field stakeholders.
- Confirm arrival notices, freight checks, charges, and port requirements, and update the Supervisor.
- Communicate instructions from the Supervisor to external parties and ensure they are executed.
- Maintain professional communication with clients regarding operational updates (without processing or accounting details).

3. Vessel Agency Coordination

- Assist in coordinating vessel arrivals and departures based on Supervisor guidance.



- Confirm berthing information, pilotage/harbourmaster requirements, crew logistics, and documentation collection.
- Support submission and collection of vessel-related forms, permits, and port clearances.
- Provide real-time updates to the Supervisor on vessel status, pending port requirements, and operational issues.

4. Follow-Up & Operational Monitoring

- Track the status of clearances, inspections, releases, and vessel movements.
- Ensure stakeholders are updated on next steps and timelines.
- Follow up to confirm tasks assigned to third parties are completed as scheduled.
- Flag delays, high-risk issues, or inconsistencies to the Supervisor with recommended solutions.

5. Issue Resolution & Initiative

- Use available resources (regulations, past files, checklists) to attempt solutions before escalation.
- Identify operational bottlenecks and recommend improvements to the Supervisor.
- Document new procedures or solutions to support future efficiency.
- Maintain composure during urgent or high-pressure situations.

6. Communication & Professional Conduct

- Maintain respectful, clear, and concise communication with all stakeholders.
- Respond promptly to urgent matters, including outside of standard shift breaks if needed.
- Communicate delays or issues early and accurately.

7. Internal Coordination

- Work closely with the Processing Clerk to ensure timely receipt of documents for field operations.
- Notify the Supervisor of missing documents or potential delays.
- Provide feedback on recurring field or third-party issues.
- Assist the Supervisor with operational tasks requiring coordination or field support.

C. Competencies

- Strong coordination and organizational skills
- Excellent verbal and written communication skills
- Ability to work under pressure and handle urgent operational issues
- Proactive problem-solving and initiative
- Professionalism and courteous conduct with internal and external stakeholders
- Attention to detail and ability to follow up on multiple tasks simultaneously
- Ability to work independently and take direction from a Supervisor



D. Basic Requirements

- High school diploma or equivalent (further education an advantage)
- Previous experience in operations, logistics, shipping, or coordination roles preferred
- Good computer literacy (MS Office, email, and communication tools)
- Strong interpersonal and stakeholder management skills
- Willingness to travel between office, port, and field locations as required