



TUG & BARGE SOLUTIONS

COMPLIANCE SPECIALIST III

Department: Internal
Location: Daphne, AL
Job Title: Compliance Specialist III
Reports to: Lead Compliance Specialist > Lead Account Consultant

Type of Position: Full-Time
Hours Per Week: 40

GENERAL DESCRIPTION

- Creates TSMS and associated forms for new customers;
- Prepares binders for existing customers with an extreme attention to detail;
- Works with field staff to distribute monthly binders;
- Responsible for mailing monthly binders on schedule;
- Maintains workflow by studying methods and developing reporting procedures.
- Creates and revises systems and procedures by analyzing operating practices,
- Maintains legal and regulatory compliance by researching and communicating requirements;
- Prepares audit reports by collecting, analyzing, and summarizing information.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains customer records by updating account information.
- Maintains and improves product quality by completing product, company, system, compliance, and surveillance audits; investigating customer complaints; collaborating with other members of management to develop new TSMS (Towing Safety Management System) services and training methods.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Prepares quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, non-conformities and observations, corrective and preventive actions, and re-validations.
- Updates job knowledge by studying trends in and developments in quality management; participating in educational opportunities; reading professional publications; establishing and maintaining personal/professional networks; benchmarking state-of-the-art practices; participating in professional organizations.



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- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Receives and places telephone calls with vessel owners, managers and crew members
- Maintains solid customer relationships by handling questions and concerns with speed and professionalism
- Assist the Risk Management & Regulatory Department of clients in various environmental, health, safety, and security compliance activities
- Ensure accurate data entry, scanning, and retention of documents to complete customer, compliance, and event files.
- Maintain accurate records within both paper system and electronic database (either TBS Internal SQL Server, SaaS platform, or client-specific DB). Any previous experience managing databases would be a plus
- May also require research skills to troubleshoot customer problems
- Compliance Software - Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Compliance Software - Maintains system capability by testing computer components.
- Compliance Software - Prepares reference for users by writing operating instructions.
- Office Software – Proficient with Microsoft Office/Outlook and other common software platforms

WORKPLACE QUALITIES

- Outstanding Customer Service
- Excellent communication skills / Ability to keep inbox at zero
- Thoroughness – Extreme Attention to Detail
- Coordination
- Sound Business Judgement
- Ability to make decisions promptly and with confidence
- Sense of Balance
- Sense of Urgency, Dedicated, Hard-Working
- Time Management Skills, Highly Organized, Able to Prioritize and Multi-Task



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EDUCATION REQUIREMENTS/QUALIFICATIONS

- This is an entry level position where training will be provided to perform selected job duties. Experience from 0 to 5 years is desired. Bachelor's degree from four-year college or university, preferably in a STEM field, Occupational Safety, Industrial Hygiene or other science based program; or equivalent combination of education and experience. Experience in the Maritime Industry, Risk Management, Incident Investigation, OSHA compliance, and other regulatory experience is a plus. A strong background with computers and software platforms is also a plus.

OTHER

- Occasional overnight travel may be required
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. The employee frequently is required to sit, stand, use hands to finger, handle or feel; reach with hands and arms; occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl.

Please Send Resume, CV, and/or Cover Letter to HR@tugandbargesolutions.com. Please **NO CALLS** regarding open position, correspondence will only be reviewed via email