



## POSITION DESCRIPTION

**TITLE:** Operations & Sales Support Coordinator

**LOCATION:** San Diego

### Company Background

Clipper Oil is a worldwide wholesaler of marine fuels and lubricant oils specializing in supplying vessels throughout the Pacific Ocean. Operating internationally from our headquarters in San Diego, we also maintain offices in Singapore and American Samoa and warehouses in the Pacific Islands. Our clients include commercial fishing fleets, mega yachts, cruise ships, tugboats, cargo ships, container ships, military/government vessels, research vessels, power plants, service stations, etc. Established in 1985, Clipper Oil has been a proven supplier of quality fuels, lubricants and services to the maritime community for over 35 years, serving hundreds of ports worldwide.

### Job Description:

We're currently seeking a full-time, reliable, highly detailed-oriented, confident and career-driven individual to fill our Operations & Sales Support Coordinator position. This is a great position in a casual but hard-working office environment. We maintain a small, team-oriented, dynamic and fast-paced office with shifting priorities. The team is dedicated to industry-leading customer service and the rewarding mission of our organization. We operate as a small business, so this position would be involved in many different aspects of our day-to-day operations.

### Primary responsibilities include (but are not limited to):

- Coordination of deliveries within Clipper Oil's worldwide customer/supplier network.
- Communicate with suppliers/agents/clients to ensure timely deliveries of products.
- Provide outstanding customer service before/during/after deliveries.
- Be the important link between our customers/clients and our suppliers.
- Assist the Sales Team with the purchase and sale of marine fuel/bunkers to shipowners, operators and charterers.

### Day-to-Day Duties:

- Interact daily via e-mail/phone/WhatsApp with customers, suppliers, agents and warehouses to ensure accurate, timely and successful fulfillment of customer orders.
- Act as single point-of-contact between our clients and suppliers.
- Must be comfortable receiving LOTS of e-mail. (200+ e-mails per day)
- Provide thorough follow-ups on all inquiries, transactions and orders with both suppliers and customers.
- Update sales information into multiple complex Excel spreadsheets. EXPERIENCE WITH EXCEL IS A MUST!
- Must be comfortable with being available after-hours and with an international customer base.
- Many deliveries will be completed outside of normal working hours on nights and weekends, so flexibility is required.

### Requirements/Skills to include:

- Minimum of 2-years of business experience in a similar office environment or other relevant work experience.
- BS/BA degree in a discipline complimentary with the demands of a global trading firm including Business, Economics, Finance, Accounting, Entrepreneurship, Marketing or related field.
- Strong work ethic, detail-oriented, structured, analytical, logical, proactive, service-oriented and dependable.
- Good interpersonal skills and ease working within multi-cultural environments. Hardworking - set on 24/7 service.
- Resourceful, results-driven with an ability to multi-task and problem solve.
- Comfortable dealing with currency conversions, volume conversions and profit margins.
- Excellent organizational, communication, time-management and proofreading skills.
- IT proficient. Excellent knowledge of all Microsoft Office applications (Outlook, Excel, Word, etc).
- Experience with QuickBooks is preferred but not required. (Some general/basic accounting knowledge)
- PLEASE DO NOT APPLY IF YOU ARE NOT COMFORTABLE DOING WORK AND REPLYING TO EMAILS ON NIGHTS & WEEKENDS.

### Benefits:

Full-time benefit eligible position including medical and dental benefits.  
Salary commensurate with experience.

Full background/credit check will be performed on final candidates prior to hiring.

Qualified candidates should e-mail their resumes to [careers@clipperoil.com](mailto:careers@clipperoil.com)

We encourage you to visit our website to learn more about our company: [www.clipperoil.com](http://www.clipperoil.com)

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