



Job Description: U.S. Operations Coordinator

Classification: Exempt – Administrative Exemption

Reports to: Director, Operations U.S.

Hours: 8:00 a.m. – 5:00 p.m. M-F

ICL is a World Class Trans-Atlantic container shipping line with an integrated logistics network offering the most reliable delivery and customer-focused solutions.

Job Summary: The U.S. Operations Coordinator is responsible for supporting and coordinating operational activities related to chassis management and equipment control across U.S. locations. This role ensures the accuracy of invoices, maintains effective communication with vendors and partners, and supports the efficient movement and management of equipment. The position requires attention to detail, strong organizational skills, and the ability to work collaboratively with various internal and external stakeholders to achieve operational excellence.

Essential Duties & Responsibilities:

Chassis Management

- Audit chassis invoices for accuracy and compliance with company policies.
- Coordinate chassis inventory needs with vendors to ensure availability and operational readiness.
- Invoice and review shipper pools for proper billing and usage.
- Monitor and report on stale chassis in collaboration with EBCS/Intermodal teams.
- Serve as liaison between chassis suppliers and intermodal partners to resolve issues and improve processes.
- Manage chassis toll recoveries and maintenance & repair (M&R) rebilling on a case by case basis.
- Audit clip-on genset invoices and respond to inquiries from reefer vendors.

Equipment Control

- Review and validate invoices from maintenance and repair vendors for accuracy.
- Assist the overseas Equipment Control team with equipment repositioning as needed.
- Coordinate damages and out-of-service (OOS) activities with U.S. ports to minimize downtime.
- Coordinate special equipment requirements to meet customer and operational needs.
- Oversee U.S. equipment sales and terminations, including on/off-hiring processes.
- Rebill equipment damages to liable parties and related recordkeeping.

- Coordinate U.S. M&R activity to ensure timely and effective repairs.
- Correct equipment interchange receipts for U.S. ports as necessary.
- Process detention billing and storage invoices in accordance with company guidelines.
- Handle intermodal and customer service inquiries, providing timely and accurate responses.
- Manage U.S. equipment inventory levels at U.S. ports and inland locations.
- Monitor stale equipment in collaboration with WBCS/Intermodal teams.
- Assist in reefer monitoring using Orbcomm technology to ensure equipment integrity (exception management).
- Maintain the ICL Approved Carrier List for both ICL and merchant haulage operations.

Requirements:

- 1. College degree or equivalent work experience.**
- 2. Minimum 2 years of experience in logistics, transportation, or equipment management.**
- 3. Strong analytical and problem-solving skills.**
- 4. Positive attitude.**
- 5. Ability to work well independently and in a team environment.**
- 6. Ability to handle stress appropriately and interact well with others.**
- 7. Must be able to travel occasionally to Chester, PA, and Wilmington, NC as needed.**
- 8. Communication.** Communicates effectively and appropriately. Speaks and writes in a clear and credible manner. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Actively listens to others. Must be able to professionally communicate with customers, vendors, and other departments via e-mail or phone.
- 9. Computer/Software knowledge.** Proficient in Microsoft Office Suite. Must be able to learn how to navigate ICL's system and Port systems in a defined time period.
- 10. Curiosity and initiative.** Must display interest in all aspects of the operation and demonstrate ability to think independently and act utilizing good judgement.
- 11. Math skills.** Position requires proficiency in basic math skills.
- 12. Time management.** Able to prioritize, and plan work activities in an efficient manner exercising solid time management skills.
- 13. Organizational skills.** Requires excellent organizational skills, and a keen attention to detail.
- 14. Ability to obtain the Institute of International Container Lessors (IICL) Certification.** Must have or be willing to obtain IICL Certification in Dry Van Container, Refrigerated Container, and Chassis within six months of start.
- 15. Must possess a valid driver's license and be able to obtain a Transportation Worker Identification Credential (TWIC) upon hire.**
- 16. Authorized to work in the United States.**

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers. While performing the duties of this job, the employee is regularly required to talk or listen. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, and extensive reading. Other tasks may require individual to work outside, exposed to all weather conditions including heat, cold, and rain. Limited travel is expected for this position.

Note: This job description is intended to describe the general nature and level of work performed. It is not intended to be an exhaustive list of all responsibilities, duties, or skills required. Management reserves the right to modify, add, or remove duties as necessary.

ICL is an Equal Opportunity Employer. More company information can be found at www.icl-ltd.com