



J. MARR (SEAFOODS) LTD.

Internal & External Vacancy

Position: Quality & Claims Coordinator

Department: Quality, Reefer Operations

Reports to: Reefer Operations Quality Control Supervisor

Hours: 40 hours per week, Monday to Friday

Salary: Based on experience

Location: Office based, Hessle – with frequent overseas travel (including but not limited to Faroe Islands, Mauritania, West Africa and other destinations as required).

Overview:

We are pleased to announce an internal and external vacancy for the position of Quality & Claims Coordinator.

This office-based role in the UK involves working closely with the Quality Control Supervisor to ensure the quality of cargo shipments, oversee loading operations for bulk reefer and containerised cargo, and protect client interests while addressing potential claims.

The position requires international travel as needed, particularly to support complaints, additional vessel charters, and quality concerns. Some travel may be at short notice.

Due to the locations of frequent travel and visa requirements, a UK passport is required for this post.

Key Responsibilities:

- Collaborate with the Quality Control Supervisor to uphold high-quality standards through inspections, including image reviews and in-person product assessments.
- Work closely with Reefer and Container Operations teams to maximise quality control coverage and deliver a high standard of service.
- Respond quickly to incoming quality claims, determining the situation and traveling to client locations when necessary to resolve issues efficiently. This may include working overseas at client facilities or onboard vessels.
- Report any quality concerns to the Quality Control Supervisor and the relevant Trader.
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- Liaise with overseas Reefer Loaders and Quality Controllers to ensure cargo is in good order, with pre-loading surveys completed before loading.
- Undergo further training in these areas to provide overseas cover when multiple vessels are chartered, or additional support is needed.
- Represent J Marr (Seafoods) professionally when traveling internationally.
- Communicate effectively with overseas colleagues, ensuring smooth loading operations for bulk reefers and containers, with prompt reporting of any issues.
- Conduct sampling and inspection of cargo from client-nominated supply trawlers, following client instructions, including assessing frozen and defrosted fish, detecting defects, and preparing inspection reports. Short-notice travel may be required to support concerns or additional vessels.
- Perform cargo sampling and inspections at supplier plants, supervise reefer and container loading, and report findings as required. Short-notice travel may be necessary to provide support.
- Oversee and assist with production onboard supplier trawlers and in supplier factories, ensuring new facilities, species, and fisheries align with client requirements.
- Attend client customer premises worldwide to conduct inspections and assist in resolving or defending quality claims.
- Participate in weekend/holiday duty (1 weekend in 3) as required.
- Use of company mobile phone for responding to emails and calls outside of regular hours, as required.

Qualifications:

- A minimum of 2 years' experience in a quality or claims processing role.
- Proactive & self-driven.
- Ability to travel on short notice to attend operations or claims.
- Excellent communication skills.
- Organisation and planning skills, working to deadlines.
- Teamwork, tact, and good interpersonal skills.
- Sensitivity to culture and religion.
- Good geographical knowledge.
- Flexibility and the ability to adapt to changing circumstances.
- Problem-solving ability, particularly when working under pressure.
- Accuracy and attention to detail, able to analyse and monitor outcomes.
- Full Driver's License preferred.
- UK Passport required due to visa requirements for overseas travel.
- Basic understanding of Computers; Understanding MS Excel would be useful but training will be given.



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How to Apply:

If you feel you have the necessary skills to apply, please submit your application, including a CV and a cover letter, outlining your suitability for the role. Please send your application to Claire Dilley, no later than 28 March 2025.

Claire Dilley, Business Partner Lead – People & Culture – cd@marsea.co.uk