

Position Title: Customer Success Advocate

Company Overview: MM-SEAS is a fast-growing maritime company dedicated to making life easier for mariners and the maritime industry. Our mission is to simplify the complex process of obtaining, maintaining, and renewing USCG licenses. We are a mission-driven team focused on providing a seamless, supportive, and stress-free experience for every mariner we serve.

Job Summary: We are looking for a warm, dependable, and resourceful individual with a connection to the maritime community to join our Customer Success team as a Customer Success Advocate. We understand that when a mariner contacts us, it's because they're stuck, something is confusing, or they need help navigating a process that matters to their career.

Your mission is to be the first friendly voice they reach. You will answer the phone promptly, provide clear and accurate answers when you know them, and when a question calls for deeper expertise, connect the mariner to the right specialist with a smooth handoff so they never have to start over.

This entry-level role is the designated starting point and foundation for a long-term growth path at MM-SEAS. If you understand the maritime world, enjoy helping people, and want to learn the USCG credentialing process from the ground up, this is the perfect role to begin your journey with us.

Responsibilities:

- **Front-Line Phone Support:** Be the first voice a mariner hears when they call MM-SEAS. Answer inbound calls promptly during your scheduled hours so that every mariner reaches a real person who is glad to help.
- **Empathetic Customer Support:** Assist customers who are stuck or frustrated, with the goal of turning a moment of confusion into one of relief and clarity.
- **First-Contact Resolution:** Handle customer inquiries via Zendesk (phone, chat and email), with the goal of providing a complete solution on the first contact using our macros, help articles, and internal guides to minimize the need for customer follow-up.

- **Mastering Knowledge Resources:** Become an expert at navigating our macros, blog, help center, and internal knowledge base to provide established MM-SEAS answers to customer questions independently.
- **Warm Handoffs:** When a question calls for a specialist, bring the right team member into the call with a brief summary of what the mariner needs, or arrange a callback at a specific time and make sure it happens. Our goal is that the mariner never has to repeat their story.
- **Insightful Escalation:** Accurately identify the issues that require specialist support and route them to the appropriate team member with clear, concise notes after you have exhausted the established MM-SEAS resources.

A Typical Day: Your day will begin with a brief daily team check-in. This is our essential time to collaborate as a remote team, align on priorities, and ensure everyone has the support they need to succeed. Following that, your day is focused on making life easier for our mariners, primarily on the phone. You'll approach each call with empathy, understanding that your goal is to quickly relieve the mariner's stress by providing a clear and accurate answer.

Most calls are mariners who need to know where their application stands, have a question about a document, want to understand what comes next, or need help scheduling time with a specialist. Our extensive library of macros, help articles, and internal guides gives you established MM-SEAS answers for the majority of these, and you'll personalize them to fit the mariner you're talking with. This is how we ensure speed and accuracy.

When a call needs deeper credentialing expertise, you'll place the mariner on a brief hold, bring in the right team member with a quick summary, and connect them. You will learn the answer from that conversation and be ready to handle it yourself in the future. If you answer the same question three times in a week and a macro doesn't exist, it's your responsibility to notify the team. This is a critical part of your job, as it helps us identify knowledge gaps and build a better, more efficient system.

How Your Success Will Be Measured: We believe in clear, fair, and transparent metrics. Your success in this role is not subjective; it is measured by your direct impact on our customers and our team's efficiency. This is how we will measure your performance:

- **Your Availability to Our Mariners (Measures Answered Calls):**
We measure the share of calls answered by a real person during your scheduled



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hours. This ensures that when a mariner reaches out, they reach us, rather than a queue or a voicemail.

- **The Completeness of Your Resolutions (Measures First-Contact Resolution):**

We measure your ability to provide a thorough and clear answer that solves the mariner's issue on the first try. This respects the customer's time and minimizes their need to call or write back for clarification.

- **Your Resourcefulness and Self-Sufficiency (Measures Unnecessary Escalations):**

We measure your ability to master our knowledge base and find answers independently. This ensures that escalations are reserved for truly new problems, which respects our senior team's time and helps our whole company improve.

- **The Quality and Accuracy of Your Work (Measures Rework):**

We measure the accuracy of your responses and handoff notes to ensure we are providing the highest quality support. This prevents rework for our senior team and builds trust with our mariners.

Work Hours: This is a 15hrs up to 40hrs a week, remote position requiring availability during set business hours (e.g., Monday to Friday, 9:00 AM to 5:00 PM Eastern/ Pacific/ Hawaii Time) to ensure consistent coverage for our customers.

Qualifications:

- **A Connection to the Maritime Community:** You've spent time on the water, are a sea service spouse, come from a maritime family, served in a sea service, worked around a port or a fleet, or otherwise understand what a USCG license means to a mariner's career. You don't need to hold a credential yourself, but you speak the language.
- **Comfortable and Confident on the Phone:** You enjoy talking with people, you listen well, and you can keep a conversation calm and friendly when the person on the other end is stressed.
- **Patience and Genuine Empathy:** You understand that no one wants to contact support. You see every call as an opportunity to turn a frustrating moment into a positive, seamless experience.

- **A Process-Driven Mindset:** You believe that following a good process is the most effective way to help people. Your first instinct is to thoroughly consult our provided instructions before escalating an issue.
- **Clear Spoken and Written Communication:** You can communicate complex solutions in a simple, clear, and friendly way, whether on a call or in an email.
- **Diligence and Resourcefulness:** You take pride in finding the correct MM-SEAS answer independently by carefully following the established procedures.
- **Intellectual Curiosity:** You have a genuine desire to learn and retain information to better help the next person.

Preferred (but not required) Qualifications:

- Personal experience with the USCG licensing process, your own or someone close to you.
- Familiarity with common software tools (Google Workspace, Jira, Zendesk) or a willingness to learn.
- Basic troubleshooting skills and comfort guiding a customer through a software tool over the phone.

Compensation and Growth: This is a 15hrs up to 40hrs a week position, remote position starting at \$18/hour.

As a self-funded company focused on growth, we have built a compensation system that is transparent and performance-driven. Our total rewards package includes:

- **Competitive Hourly Pay:** A clear, transparent pay rate for every level on our Employee Journey.
- **Team-Based Bonuses:** When the entire team achieves key Application Milestones each month, bonuses are distributed evenly among all team members who have met their individual KPIs.
- **Retirement Contributions:** After one year of service, the company contributes to every team member's 401(k) to invest in your long-term financial future.



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Your Path to Advancement: Our MM-SEAS Employee Journey means that every new team member, regardless of prior experience, begins their journey at Level 1. This role is designed to provide you with the foundational skills and process mastery required to advance. Consistently meeting the "How Your Success Will Be Measured" metrics is the primary requirement to unlock the opportunity for promotion to the next level on our Employee Journey: the Level 2 Foundation Credentialing Specialist or Navita Navigator.

Below is the transparent journey you will embark on:

Level 1: Customer Success Advocate

Pay: \$18 / hour | Work Style: 15hrs up to 40hrs a week (Set Hours) | Focus:
Task-Focused

Level 2: Foundation Credentialing Specialist or Navita Navigator

Pay: \$20 / hour | Work Style: 15hrs up to 40hrs a week (Set Hours) | Focus:
Application-Focused

Level 3: USCG License Application Review Analyst

Pay: \$25 / hour | Work Style: 15hrs up to 40hrs a week (Flexible Hours) | Focus:
Application-Focused

Level 4: Mid-Level Credentialing Specialist

Pay: \$30 / hour | Work Style: 15hrs up to 40hrs a week (Flexible Hours) | Focus:
Application-Focused

Level 5: Senior Credentialing / Subject Matter Expert

Pay: \$35 / hour | Work Style: 15hrs up to 40hrs a week (Flexible) | Focus:
Outcome-Focused

Level 6: Head of Customer Operations

Pay: \$75,000 Salary (End-to-End Ownership) | Work Style: (Flexible) | Focus:
Outcome-Focused

How to Apply: If you know the maritime community, enjoy helping people, and are interested in building a career in USCG credentialing, we encourage you to apply. Please send your resume and cover letter to nate@mmseas.com and tell us a little about your connection to the maritime world. We look forward to hearing from you!