

Position Title: Navita Navigator

Company Overview: MM-SEAS is a fast-growing software company dedicated to making life easier for the maritime industry. Our platform simplifies the 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 patient, tech-comfortable, and personable individual to join our team as a Navita Navigator. The U.S. Coast Guard now requires mariners to submit their Merchant Mariner Credential (MMC) applications through its online system, Navita. For many working mariners, that last step is the hardest part of the whole process. Your mission is to get them across the finish line. On a scheduled video call, you will guide a mariner through submitting their completed MM-SEAS application package in Navita, screen by screen, until the Coast Guard confirms receipt. For mariners who cannot use a computer or log in to Navita, you will hand deliver their printed application to your local USCG Regional Exam Center (REC). You do not need any USCG licensing experience. MM-SEAS prepares and reviews every application before it reaches you. You need to be calm, clear, and comfortable helping people who are not comfortable with technology.

Responsibilities:

- **Guided Submission Calls:** Host scheduled 30-minute Google Meet calls where the mariner shares their screen and you walk them through creating or logging in to their Navita account, entering their application, uploading the documents MM-SEAS has prepared, and submitting to the Coast Guard.
- **Patient Tech Support:** Help mariners with limited computer experience through screen sharing, account login, password resets, and the Navita interface, without rushing and without judgment.
- **Follow the MM-SEAS Playbook:** Submit every application using the MM-SEAS step-by-step Navita guide so that what the Coast Guard receives matches the reviewed package exactly. You do not change, interpret, or evaluate the application. If something in the package looks off, you pause and escalate.
- **Hand Delivery at the REC:** For mariners routed to our manual submission lane, print the complete application packet with the MM-SEAS cover memo, hand

deliver it to your local USCG Regional Exam Center, and record confirmation of delivery in the MM-SEAS team dashboard.

- **Accurate Status Updates:** Mark each application as submitted in the MM-SEAS dashboard immediately after the call or delivery, with the Navita confirmation and any notes the review team needs.
- **Insightful Escalation:** Recognize when a mariner's question is about the content of their application rather than the mechanics of submitting it, and route it to a Credentialing Specialist with clear, concise notes.

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.

From there, your day is built around your Navita Navigator calls. Mariners book these through our scheduling system during set windows you have made available, and you will see the day's calls and each mariner's reviewed application package in the MM-SEAS team dashboard before the call begins. On each call you open the package, the mariner shares their screen, and you guide them through Navita one screen at a time. Most calls are routine. Your goal is to convert every mariner who logs into a call nervous and logs off with a submitted application and a confirmation from the Coast Guard.

Between calls, you handle the manual lane: printing packets for mariners who could not do a video call, delivering them to the REC, and recording delivery. If you notice the same Navita snag tripping up mariners three times in a week, you flag it to the team so we can update the playbook or warn mariners ahead of time. This is a critical part of your job. You see the Coast Guard's system more than anyone else at MM-SEAS, and what you notice makes the whole process better.

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 mariners and our team's efficiency. This is how we will measure your performance:

- **Submission Completion Rate (Measures First-Call Success):** The share of scheduled calls that end with the application submitted and confirmed by the Coast Guard. Every call that ends in a reschedule is another week the mariner waits.



from Mariner Credential Service LLC

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- **Submission Accuracy (Measures Rework):** Applications you submit should match the reviewed MM-SEAS package exactly, with no missing or extra documents. Errors here create Awaiting Information letters and rework for the senior team.
- **Delivery Speed on the Manual Lane (Measures Mariner Wait Time):** Time from a packet being marked ready to print to your confirmed delivery at the REC.
- **Mariner Experience (Measures Trust):** Post-call feedback from the mariners you helped.

Work Hours: This is a 15hrs up to 40hrs a week, remote position. Call availability is set in advance in blocks during business hours (Monday to Friday, between 7:00 AM and 7:30 PM in your local time zone). REC deliveries happen during the REC's public hours.

Location: This role requires you to live within 20 miles of one of the USCG Regional Exam Centers listed below. The video call work is done remotely from home, but hand delivering applications to your local REC is a core part of the job, and we cannot consider candidates outside these areas. Check the actual REC address, not the city name, before you apply.

- Anchorage, AK: 222 W. 7th Ave., Room 156, Anchorage, AK 99513
- Baltimore, MD: U.S. Custom House, 40 S. Gay St., Room 420, Baltimore, MD 21202
- Boston, MA: 455 Commercial Street, Boston, MA 02109
- Charleston, SC: 196 Tradd Street, Charleston, SC 29401
- Honolulu, HI: 433 Ala Moana Blvd, Honolulu, HI 96813
- Houston, TX: 8876 Gulf Freeway, Suite 200, Houston, TX 77017
- Juneau, AK: 709 W. 9th St., Suite 322, Juneau, AK 99801
- Ketchikan, AK (Monitoring Unit): 1621 Tongass Ave., Suite 202, Ketchikan, AK 99901
- Long Beach, CA: 501 W. Ocean Blvd., Suite 6200, Long Beach, CA 90802

- Memphis, TN: 200 Jefferson Ave., Suite 1301, Memphis, TN 38103
- Miami, FL: Claude Pepper Federal Building, 51 S.W. 1st Ave., 6th Floor, Miami, FL 33130
- New York, NY: 201 Varick Street, Suite 904, New York, NY 10014
- Oakland, CA: Oakland Federal Building, 1301 Clay Street, Room 180N, Oakland, CA 94612
- Portland, OR: 911 NE 11th Ave., Room 637, Portland, OR 97232
- Seattle, WA: Jackson Federal Building, 915 Second Ave., Room 194, Seattle, WA 98174
- St. Louis, MO: Robert A. Young Federal Building, 1222 Spruce Street, Room 8.304, St. Louis, MO 63103
- Toledo, OH: 420 Madison Ave., Suite 700, Toledo, OH 43604

We are not currently hiring for New Orleans (the REC is in Mandeville, LA and closed to walk-ins) or San Juan, PR (Monitoring Unit counter service suspended).

Qualifications:

- **Patience and Genuine Empathy:** You understand that for many mariners, a government website is more intimidating than a storm at sea. You never make someone feel bad for not knowing where to click.
- **Comfort on Video:** You are at ease hosting a video call, reading a shared screen, and giving clear verbal directions (“Click the blue button on the top right”) to someone who has never screen-shared before.
- **A Process-Driven Mindset:** You follow the MM-SEAS playbook every time, and your first instinct when something looks different is to stop and ask, not improvise.
- **Reliability:** Mariners book their time around your availability. You show up on time, every time.
- **Everyday Tech Fluency:** You are comfortable with Google Workspace, Google Meet, web browsers, PDFs, and learning a new web application quickly.



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- **Location and Transportation:** You live within 20 miles of one of the USCG Regional Exam Centers listed above and have reliable transportation to reach it during its public hours.

Preferred (but not required) Qualifications:

- Experience in customer-facing tech support, a help desk, or teaching people to use software.
- Interest in the maritime industry. No USCG licensing experience required.
- Familiarity with Calendly, Jira, or Zendesk, or a willingness to learn.

Compensation and Growth: This is a 15hrs up to 40hrs a week remote position starting at \$20/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.

Your Path to Advancement: The Navita Navigator is a Level 2 position on the MM-SEAS Employee Journey. Consistently meeting the “How Your Success Will Be Measured” metrics is the primary requirement to unlock the opportunity for promotion to the next level: the Level 3 USCG License Application Review Analyst. Navigators who want to move into credentialing work learn the application itself from the inside, one submission at a time.

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 enjoy helping people through technology and want to be the person who gets a mariner's application across the finish line, please send your resume and cover letter to nate@mmseas.com. We look forward to hearing from you!