

IMPORT ANALYST

CUSTOMS BROKERAGE

Baltimore, MD 21230 (Fort McHenry/Locust Point)

Shapiro has new modern offices a great location! Come work for one of the most respected global logistics firms (Customs Brokers & International Freight Forwarders) in the country.

Combine a passion for global trade + a natural drive to deliver excellent customer service into an engaging role. We're small enough to offer tons of growth & learning opportunities, but strong enough to compete across the globe. If you demand accuracy, have high expectations, and seek a career in solutions: **Contact us!**

JOB DESCRIPTION

Import Analysts handle multiple accounts from cradle-to-grave, including total account maintenance such as: Electronic data management of ISF filings with US Customs, international documentation, Customs entries and transmission, domestic trucking, billing, and the highest levels of customer service.

Handle customer service, decision making, domestic routing, Customs classifications, ISF, and CBP / C-TPAT compliance issues in a new, cutting-edge paperless environment.

Industry vets / experienced candidates must have at least 1 year of experience opening files, handling import customers and working with the Harmonized Tariff Schedule.

Account coordination includes total visibility from foreign origin to destination, classifying and performing ABI entries with our cutting-edge software, tracking cargo, freight logistics, customer relationships, and maintaining our reputation as the leader in customs brokerage solutions. You will also be cross-trained in international forwarding.

Typical duties include:

Duties include providing excellent customer service in an engaging environment, learning and improving knowledge of U.S. Customs regulations, vendor relations, internal communication, and monitoring industry developments in areas such as trucking, port operations, customers, and competitors.

SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. Know the process and then think outside of the box.

*Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions.

- Strong computer/tech skills (Excel, Office, proprietary databases).
- Must be resourceful, flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).
- Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.
- Team player able to build trust and prove dependability.
- Critical thinker.
- Aptitude to be cross-trained and contribute.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints.

EDUCATION AND EXPERIENCE

- 2-10+ years of experience in the Customs Brokerage doing import entries.
- College degree (International Business or Supply Chain Logistics) or equivalent preferred.
- 1+ years' experience with PC, including Microsoft Office, databases, software, web based applications, and vendor's systems.
- 1+ years of experience with OGA (FDA, USDA, FCC, DOT)
- 1+ years of experience with freight forwarding basics desired, not required.
- Exposure to domestic, warehousing and distribution a plus.
- FLSA status: Non-exempt/EOE / Starting salary: Depends on experience.

ABOUT SHAPIRO

Samuel Shapiro & Company, Inc., a third generation family-owned business founded in 1915, provides creative and flexible logistics services. With six offices, over 100 employees, and worldwide strategic alliances, Shapiro is the supply chain partner that delivers customized, compliant, and reliable solutions to address its customer's specific import and export needs. Only Shapiro has an experienced and personable staff that truly cares and commits themselves to proactively achieving its customers' business goals.

CONTACT US!

Please send all resumes via email to:

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