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POSITION DESCRIPTION

Position: Customs Brokerage Specialist

Location: Atlanta, GA

Reports To: Operations Manager

Position Summary: To meet and exceed customer needs and expectations by ensuring successful and timely processing of customer import transactions.

Qualifications / Requirements:

- Minimum of 3 years of experience in ocean and air customhouse brokerage.
- Strong knowledge of U.S. Customs and Border Protection (CBP) rules and regulations, HTS classification, and commodity classification.
- Working knowledge of transportation modes including air freight, LCL, FCL, as well as domestic trucking and rail.
- Strong analytical, problem-solving, and conflict resolution skills.
- Excellent written and verbal communication skills.
- General knowledge of global geography and international trade transactions within the forwarding industry.
- Detail-oriented with strong organizational and time management skills.
- Ability to prioritize and manage multiple tasks in a deadline-driven environment.
- Self-motivated with the ability to work independently with minimal supervision.
- Proficient in Microsoft Office (Outlook, Excel, Word) and general office systems.

Essential Duties / Responsibilities: The essential duties and responsibilities of this position are listed below. Other duties may be assigned to meet changing business needs.

- Prepare and submit accurate and timely customs entries to ensure prompt release of import shipments.
- Review and collect required commercial documentation from relevant parties prior to cargo arrival.
- Verify Importer Security Filing (ISF) data elements for accuracy and completeness; ensure ISF filings are submitted timely and in compliance with regulations.
- Track and trace shipments with airlines, ocean carriers, and third-party providers; update internal systems with current status information.
- Coordinate final delivery with clients and designated trucking providers, as required.
- Ensure timely and accurate billing of services; support accounts receivable and collections efforts when needed.
- Generate and distribute internal and external reports as required.
- Proactively communicate shipment issues, delays, or customs holds to clients.
- Develop and maintain strong relationships with clients and third-party service providers.
- Deliver prompt, professional, and proactive customer service.
- Identify opportunities to promote company services and support business growth.

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- Stay updated on changes in U.S. customs regulations and tariffs to ensure all entries meet current compliance requirements.

The above statements are intended to describe the general nature and levels of work performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by a person assigned to this position. Nor is this summary an employment contract or promise of ongoing employment.