



\*\*\*\*\*An exciting opportunity has become available to be part of an energetic and successful team for a role as an experienced Licensed Custom Broker in Portland\*\*\*\*\*

**Position: Licensed Customs Broker to oversee day-to-day operations of our CHB office in Portland (only Licensed Customs Brokers should apply).**

Responsible for the day-to-day operations and management of Import & Customs Brokerage activities at our CHB office located at **7505 NE Ambassador Place, Suite M, Portland, OR 97220.**

We require a Licensed Customs Broker in excellent standing with CBP, preferably with a minimum of three years of import brokerage experience. You must be comfortable in a high-tech, paperless environment and in using web-based applications. If you can think fast, change processes and procedures as needed, and are a problem-solver, please apply! We offer a positive, growth-oriented, and affirming non-corporate culture. In addition, we offer a competitive wage/benefit package.

Activities include but are not limited to proactive customer service, sales of brokerage or related work, and all customs brokerage transactions (which include account setups, ISF, entry, duty draw backs, statement payments along with billing, etc.)

**Principal Accountabilities** (The following is intended to describe the general nature and level of work being performed. It is not an exhaustive list of all expectations.):

- Manage daily import brokerage transactions, from A to Z, in accordance with regulatory guidelines and KPI standards.
- Develop, implement and maintain procedures for import brokerage department. This includes actively cross-training import team members to support Import and Customs Brokerage activities.
- Research and resolve customer complaints on import brokerage service and operational issues.
- Assist the sales and national support team in acquiring and maintaining customers at a brokerage level.
- Responsible for the compliant, accurate, timely, and profitable service and billing of all customers and consistent growth of the CHB and import product.
- Manage performance to ensure required levels of productivity, KPI expectations, and revenue objectives are met.

**Accountability** – Manage the activities for the import brokerage department's functional area with full responsibility for results in terms of compliance and profitability.

**Decision-making** – Take responsibility for equitable, profitable, and effective servicing of our valued customers. Note- you will have the authority to make decisions best for our customer. We often say it's better to do it and ask for forgiveness than to not do it – and lose the business!

**Resourceful** – Must be computer and internet literate and be able to utilize national team resources as well as research capabilities to further customer service goals. In addition, you must be able to say **"I'll find out how we can do that"** instead of "no, we can't do that".

**Working Relationships** – Strong emphasis on teamwork and professional/respectful communications with teammates and customers. High work ethic required.

### **Scope of Position**

- This is an operational position (with occasional sales calls) in a fast-paced environment. You will have the responsibility to inspire and drive the team to continued growth and success. We want an individual with passion about what you do, how you can contribute, and always seek to find new ways and processes that can enhance customer service, client experience and profitability.

"You really will do it all" from receipt of documents to clearing and billing entries in the Cargowise software package. From paying statements to reviewing and approving vendor invoices. Growth of the brokerage product is key to our success. Leading the import team to grow is key - and you will provide guidance to team members to achieve understanding of CHB compliance and service goals to ensure excellent customer service. Establishes and recommends changes to policies which affect the organization and our customers. We want your department to be managed as micro company within our branch and you will be the CEO.

### **Knowledge and Skills**

- This is a great opportunity to be a part of a group of highly qualified brokers across the country working for Mainfreight. You will have the goal of expanding and creating a team in the future. You must be familiar with and conversant in ACE, PMS, ACH, PGA data sets, and in filing compliant FDA/FWS/EPA/CPSC/DOT/USDA related entries. We do it all – and you must be willing to learn how to do it if you don't know how at the moment.

Excellent communication skills, computer literacy – and most importantly, **you cannot fear change** and learning new ways to do things. We like to say that learning is mandatory, while education is optional. Must be a team player, self-starter, and be passionate about your ability to effect positive change.

If you are interested in this position, please apply by forwarding your resume to:

[Angelica.Jaracuaro@Mainfreight.com](mailto:Angelica.Jaracuaro@Mainfreight.com)

Mainfreight, Inc. - Air & Ocean Portland, OR