



Customs House Brokerage Business Functional Manager- Florham Park, NJ

Damco is looking for an experienced Customs House Brokerage IT system representative for a crucial role for our CHB function.

As the Customs House Brokerage Business Functional Manager, you will be responsible for supporting the development of CargoWiseOne (CW1) system capabilities within the Damco Customs US and Canada divisions.

You will act as the business functional representative of the Damco CHB tasked with driving projects related to CW1 improvements, legacy CHB system decommissioning and driving communication between the CHB Product and IT team.

Damco is one of the world's leading third party logistics providers specializing in customized freight forwarding and supply chain solutions. The company has about 11,000 employees working in more than 300 offices around the world and a global presence in about 100 countries. Damco is part of the Maersk Group. More information about Damco can be found on www.damco.com.

We Offer

Great place to work

Damco is a dynamic, fast paced work environment that encourages entrepreneurial spirit and "can do" attitude. Here, if you perform, sky is the limit!

Professional development and growth

We pride ourselves in having energized people, the best in the industry! At Damco, you will be a part of an organization where you are empowered to embrace different challenges to support your career aspirations. We support your development through development programs, mentorship and training.

Our global network provides you visibility and access to professionals all around the world where you can learn all that we have to offer and explore your skills.

Excellent Compensation Packages

Damco provides you:

- Comprehensive and excellent benefits including Medical, Dental, Vision, 401K and much more!
- Competitive compensation package
- Tuition Reimbursement
- Paid Time Off

Key Responsibilities

- Own all CHB Business Service Delivery addressing needs of customers and our operations team related to IT systems and set up, including but not limited to:
- Manage CW1 system transition hyper care exit
- Drive legacy system decommissioning project
- CHB IT system KPI Measurements
- Defining, creating and maintaining accurate and dynamic operational reporting
- Drive transition to imaging / paperless environment
- Develop workflows
- Exception Management

- Drive system capabilities expansion from Business perspective
- Engage in developing client visibility and reporting web & mobile apps
- Ongoing management of incident and requests ticket process from Business perspective
- Drive ongoing functionality and usability improvements of the CW1 system and overall CHB setup

Qualifications:

- High School Diploma or equivalent required; Bachelor's degree in Information Systems Technology or Business preferred.
- 8 to 10 years of experience minimum in industry and/or relevant IT experience
- Brokerage IT system experience required
- Customs House Brokerage License preferred
- Client facing experience required
- Excellent communication skills and ability to communicate confidently
- Persistently drives issues to closure
- Well organized when working under pressure

Relocation assistance is not available. Candidates are required to have authorization to work in the United States.

Damco
AA/EOE/M/F/D/V

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, protected veteran status, sexual orientation or any other characteristic protected by law.