



## JOB DESCRIPTION

**Job Title:** Customs Process Manager

**Department:** Transportation - Logistics

*Tractor Supply Company (TSCO) is a \$6 billion growth organization and the largest operator of retail farm and ranch stores in the United States. We are positioned to grow to 2,500 domestic Tractor Store locations from our current 1,500 stores in 49 states, and we boast a cutting edge e-commerce website at TractorSupply.com. During this exciting time, we are seeking talented people who want to join our superb team members in embracing our mission and values as we soar forward.*

*Our commitment to our people: We value honesty, integrity, mutual respect and teamwork above all else. We are an open company where everyone has the information and tools to grow and excel. We encourage risk taking, celebrate initiative and reward success.*

### **Job Purpose**

The Customs Process Manager is the primary liaison with import vendors and brokerage firms, ensuring all information and communication is in place to clear containers through Customs which includes, but not limited to establishing and maintaining the correct Harmonized Tariff codes on imported items, obtaining needed PGA documents and ensuring Customs entries are in compliance with all applicable governmental regulations. This position also manages the **C-TPAT** and **Foreign Trade Zone** programs for the organization, and acts as lead for the First Sale for Export initiative.

### **Primary Duties and Responsibilities**

- Identify/resolve import-related issues/concerns pertaining to government agencies (i.e. US Customs, EPA, FDA, CPCS, ITC, FCC, etc.). Ensure compliant documents are being submitted by vendors to the brokerage firm.
- Manage **Customs Trade Partnership Against Terrorism (C-TPAT)** program initiative for the organization, including annual re-authorization with US Customs, continual verification of C-TPAT questionnaire status of vendor base, re-validation of the program with US Customs every four years, and facilitation of product movement as a result of failed factory C-TPAT audits.
- Ensure accuracy of factory information used in the C-TPAT certification process.
- Manage the **Foreign Trade Zone (FTZ)** process in the Arizona distribution center by determining product held in the zone and coordinating entry and movement out of the zone with the customs broker and US Customs. Act as

primary liaison with regards to FTZ requirements, documentation and compliance at the distribution center level.

- Classify 3,000+ imported vendor items to the correct **Harmonized Tariff Code**.
- Answer inquiries from brokerage firm, including inquiries about samples, material cost breakdown, intended use and audience and novelty status.
- Identify/initiate/recover first sale for export duty savings opportunities with 3rd part facilitator.
- Continually develop and implement a Customs compliance program to ensure import operations are conducted in accordance with Customs regulatory guidelines
- Communicate with vendors about duty rates and required documents on imported items, which are needed to satisfy TSC, CBP and PGA requirements.
- Resolve vendor pricing discrepancy issues for customs entry purposes.
- Control the daily letter of credit and open account processes by reviewing and approving discrepancies, answering questions, and resolving problems identified by the vendors.
- Perform daily customs entry audits. Ensure corrections are made as needed through a Customs broker, PEA and/or Quarterly PEA process. File quarterly reports to US Customs for overages/shortages and damages.

### **Education and Experience**

- Bachelor's degree from an accredited college or university.
- 5-7 years' experience in the transportation industry.
- **Customs brokerage License required**
- Experience classifying imported items, addressing Anti-Dumping Duty, customs auditing and/or requesting binding rulings preferred.
- NOTE: A combination of experience and education will be considered.
- Customs experience in retail preferred, but not required.

### **Knowledge/Skills/Abilities/Training/Systems**

- Strong and demonstrated analytical, communication, organizational and problem-solving skills
- Ability to work independently and handle conflict in a fast-paced environment
- Functional and technical skills to manipulate data to drive and expedite project analyses and completion
- Ability and proficiency in Microsoft Office (advanced skills in Excel)
- Ability to work in a cross-functional team environment
- Detail oriented in daily activities with a self-starter attitude
- Ability to prioritize tasks through effective time management
- Ability to meet expectations and requirements of internal and external customers.