

Manager, Global Trade Operations

For more than 50 years, Choice has helped the world's leading companies better manage their global supply-chains. We offer enterprise-grade warehouse, inventory, and transportation management solutions through our global footprint of 400 stocking locations, regional distribution centers, and transportation hubs in more than 80 countries. Beyond 3PL solutions, Choice offers parts planning, field engineering, HW/SW configuration, depot repair, asset recovery support, and a suite of global trade services. Companies turn to Choice to compress time-to-market, provide differentiation in the market place, and remove costs.

Choice Logistics is currently seeking a talented and experienced professional to join our Global Trade Solutions (GTS) Operational team in the role of **Manager, Global Trade Operations**. This position requires attention to detail, great organization, and ability to work independently and as part of a team.

The **Manager, Global Trade Operations** will report to the Associate Director, GTS Operations and is responsible for the coordination with clients, IOR, carriers and CHBs to facilitate the import/export of products globally without disruption. This position will also assist to maintain aspects of international shipment management, import/export compliance, process improvements, and lead a team of trade analysts, and coordinators, providing operational guidance and leadership to the group.

Overview of Responsibilities:

- Monitor import clearance and/or export delays and work with the IOR, Broker and Client to resolve and clear Customs in a timely manner.
- Act as primary contact for export and imported related activities at all RDCs and first escalation point.
- Develop and maintain current and accurate databases, documentation and reports to reflect import/export activities.
- Provide training on import/export compliance matters, changes, GTS procedures, etc.
- Coordinate EEI training, filing, and account maintenance with the distributions centers.
- Track incidents and establish relevant KPI with the vendors.
- Primary responsibility for operational activities related to DPL screening, end user/end use verification, export document support.
- Manage client relationships and any client issues.
- Drive improvement and efficiencies of established processes, aligned with company goals.
- Work with Assoc. Director, GTS to conduct internal compliance and SLA assessments.
- Keep informed as to current laws and regulations governing the importation/exportation of goods.
- Work with the team to ensure projects and daily workload are completed and escalated as needed.
- Participate in a variety of projects supporting the broader Trade team's goals and objectives.
- Provide ongoing performance feedback, coaching and development to GTS team.
- May require some work outside of business hours to teleconference with colleagues & vendors in Europe, LATAM and Asia.

Knowledge, Skills and Abilities:

- Strong communication skills to effectively guide clients through customs and compliance requirements.
- Familiarity with Customs, BIS, EAR, CENSUS and OFAC regulations.
- Understanding of and experience in EEI filings, HTS classification, and Denied Party Screening.
- Must have intermediate level skills in MS Office Suite.
- Experience in preparing and submitting export licenses a plus.
- Employs an industrious and resourceful approach to problem solving.
- Actively seeks accept new challenges and opportunities to learn.
- Ability to work within teams and independently with minimal supervision.
- Ability to speak Spanish, Portuguese, or Chinese a plus.

Education/Experience:

- 3+ years of experience in international logistics, import-export operations with an emphasis on compliance.
- Bachelor's Degree in Business Administration or related field or equivalent work experiences.
- Strong understanding of legal and compliance issues related to electronics and technology is a plus.