

Customs Broker and International Freight Forwarder –Chicago Branch Office

Import Specialist

Summary:

This position is primarily responsible for processing all phases and events for the air and sea import shipments of our clients.

Job Description:

- Customer Service Specialist for Import clients
- Customs entry writer
- Brokers license a plus but not required
- Strong business communication skills
- Computer knowledge, experience with CargoWise operating system a plus
- Has the ability to work independently as a team member
- Attention to detail and accuracy required
- Actively participates in problem solving when issues arise
- Professional demeanor in all communication
- Fully process cargo release with carriers
- Prepare and distribute documents to support import deliveries
- Exception handling

Primary Duties

- Works with documented SOP based on customer specifications
- File and process entries within the ACE module and associated PGAs
- Provides rate quotes to clients and agents
- Resolves Customs and carrier issues
- Maintains positive customer relations
- A-Z processing of Import shipments from origin through to delivery at destination
- Other duties as required and assigned

Education and Experience

- High School Diploma or GED (General Education Diploma) equivalent
- Minimum 5 years with experience in International Traffic, Customer Service, as well as U.S. Customs and Partner Government Agency entry and clearance regulations
- Must be PC literate and proficient with Microsoft Word, Excel, Outlook and PowerPoint

Essential Skills

- Ability to understand and execute general import customer SOP procedures
- Ability to read, interpret, and explain basic governmental regulations and requirements
- Ability to effectively work with managers, co-workers, customers, and vendors
- Ability to develop effective business relationships with clients, vendors, regulatory bodies, co-workers and management

Contact Henry Gayheart for more information - henry.gayheart@unitrans-us.com