



Open Position: Customs Compliance Supervisor

Location: Issaquah, WA

Description of position

- Based at Costco's corporate headquarters in Issaquah, Washington, this position will manage a team of Customs Compliance Specialist(s) and Coordinator(s) to ensure that Costco is in compliance with all applicable laws, regulations and policies for international trade. The position will work closely with multiple departments and divisions to support Costco's NAFTA, export, and supply chain security programs. The Supervisor is responsible to provide leadership and management of the team's activities, projects and work processes.

Tasks and responsibilities

- Management of NAFTA program for imports into Mexico and Canada, coordinate with 3rd party service provider on NAFTA verifications, develop and coordinate vendor training, and provide reporting to various management levels.
- Daily supervision of compliance team and activities to meet individual and department goals.
- Provide training, coaching, and feedback to employees to ensure department, business and company procedures and standards are met. Reviews work product, monitors workload and sets standards for productivity and accuracy. Conducts yearly performance reviews and develops personal growth opportunities.
- Respond to employee concerns using problem-solving skills, tact, and discretion in accordance with the Costco Employee Agreement and other applicable regulations.
- Develop and maintains a team atmosphere through communication, cross-training, mentoring, and acknowledging positive performance.
- Conduct meetings with upper management to report on team's performance and project status.
- Conduct monthly meetings with 3rd party service providers.
- Ensure regulatory requirements and company commitments are being met for import, export, supply chain security and free trade agreements, as applicable.
- Monitor new laws, trade regulations, trade restrictions, and general prohibitions and apply to business processes.
- Provide independent direction and guidance to merchandising departments, suppliers, and service providers to ensure compliance objectives are met
- Administer commodity classification, valuation, marking and country of origin of imported and exported merchandise and the proper use of duty preference programs.
- Respond to government inquiries and assist management with audit requests from US, Canada and Mexico Customs, as applicable
- Identify areas and provide recommendations to improve compliance, communication, and internal controls and efficiencies
- Develop corrective action recommendations for non-compliance of any policies, laws, or regulations

- Analyze import/export data to review trends and build commodity and business profiles
- Maintain and update internal process documents in relation to area of responsibility, implement new procedures as necessary
- Maintain Customs Compliance databases and general record keeping
- Provide project management direction on team's projects to meet deadlines and ensure continued momentum.
- Coordinate software provider reviews, implementation, enhancements and account requirements
- Facilitate training programs directed toward merchandising, depots, warehouses, and suppliers to provide knowledge of Customs Compliance processes, systems and policies, as necessary
- Reviews applicant submissions for job postings, conducts interviews and makes recommendations regarding hiring status
- Performs other duties as assigned

Required skills, abilities, and certifications

- Licensed Customs Broker
- 3+ years of customs compliance experience
- Supervisory/Management experience
- Knowledge of import and export trade regulations, classification, valuation, country of origin, duty preference programs, licensing requirements, denied party screening and sanctioned country restrictions
- Proficient in Microsoft Office applications, Google docs/sites
- Strong interpersonal skills, good written and verbal communication/presentation skills
- Must be flexible and able to multi-task on competing priorities
- Self-motivated, able to work independently and meet deadlines
- Must be detailed oriented

Recommended skills, abilities, and certifications

- Bachelor's degree, advanced degree or professional certification in a related field
- Excellent analytical and organizational skills.
- Familiar with SAP, AS400 and Integration Point programs
- Demonstrated problem-solving ability and project management experience with continuous improvement and goal oriented mindset.
- Experience in helping to develop and use new IS systems, software, or program enhancements
- Ability to work collaboratively with employees in various departments and at all levels.
- Leadership skills in managing performance, developing others, thoroughness, encouraging inclusion, integrity and business savvy.

Contact Information to Apply

- Please send a current resume and cover letter to Kathy Brennan, Customs Compliance Manager, kbrennan@costco.com