



JOB POSTING

POSITION: US Client Relations Representative
HOURS OF WORK: Flexible - 40 hours per week
LOCATION: Atlanta, GA, USA
START DATE: TBD

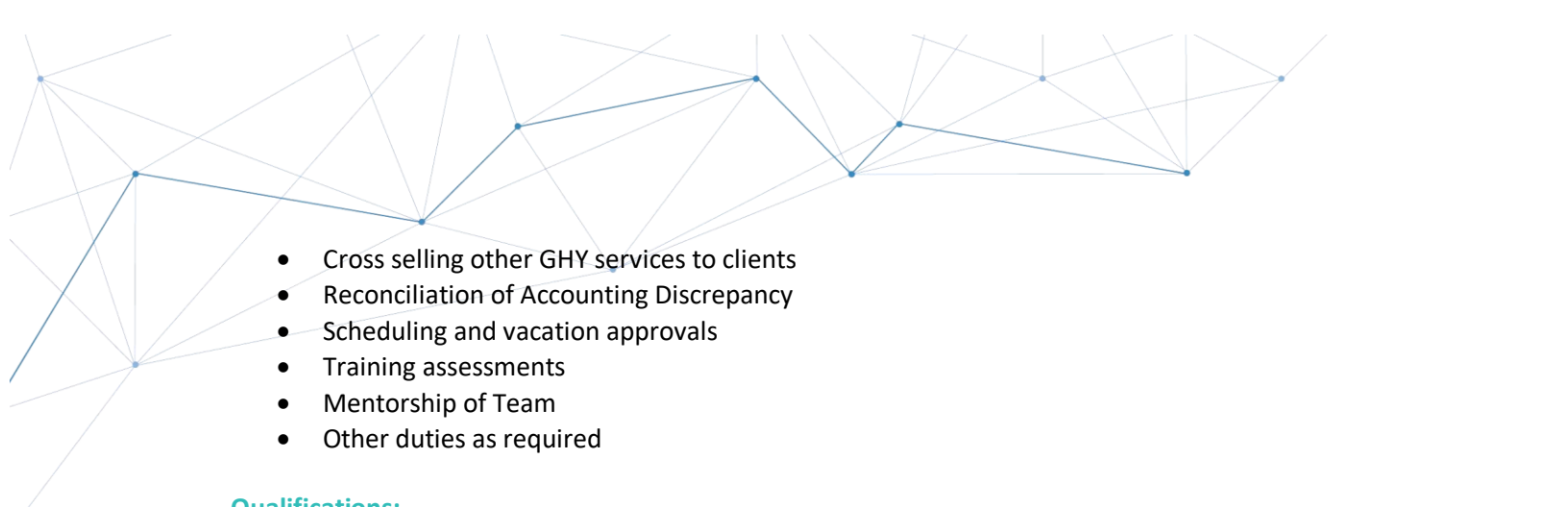
50 Best-Managed Employer Seeking a US Client Relations Representative

- **Work Life Balance** – We CARE (Clients are our focus, Associates matter, Relentlessly serving traders, Excellence and innovation in all we do), Giveback committee, Social committee, Cultural Ambassadors
- **Compensation** – We pay fairly: scheduled salary assessments, salary scales
- **Excellent Benefits** – Subsidized health, dental, vision, short- and long-term disability, life & AD&D
- **Employee Retention** – Employee development, internal university, external training, leadership development, internal applicant preference, career planning & advancement

GHY USA Inc. has an exciting opportunity available at a GHY International Atlanta office location that is to be developed. Reporting to the US Customer Care Manager, this individual must have extensive industry experience and the ability to manage people in a fast-paced environment. The individual will communicate with clients on a regular basis, manage Accounts and ensure client retention and intimacy. This individual will have extensive knowledge in rating goods using the tariff classification codes, the customs brokerage process and cross-border transportation. This person will manage the Branch and the 5 – 7 Associate team.

Responsibilities:

- Maintain direct relationship with customers and provide day to day contact and support.
- Client Reporting Requests
- Client Retention
- Client visits/MARPS
- Creating & Maintaining Standard Operating Procedures
- Leverage technology to provide lean and efficient job practices
- Software Demos
- Customer Audits
- Verification of New Parts
- Database Management and Review
- FTA Management & Recovery Verifications
- Demurrage, Storage & Penalty Analysis
- Sales Assistance with Prospect Accounts / Onboarding

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- Cross selling other GHY services to clients
 - Reconciliation of Accounting Discrepancy
 - Scheduling and vacation approvals
 - Training assessments
 - Mentorship of Team
 - Other duties as required

Qualifications:

- Completion of US CCS Designation (Required)
- Completion of US Brokers License (Required)
- Completion of Grade 12 Education

Required Skills:

- Ability to prioritize in a fast-paced, constantly changing environment
- Ability to self-motivate and work independently
- Detailed oriented and logical individual with the ability to make objective business decisions in a fast-paced environment
- Excellent analytical and problem-solving skills
- Exceptional client service skills
- Experience with Customs Brokerage Software
- Knowledge of Customs rules and regulations
- Professional oral and written communication skills
- Proficiency of Outlook, Word, Excel and PowerPoint
- Recognize PGA's and impacts of PGA's at time of release
- Tolerance to adversity and the capability to handle stress in a positive manner
- Understanding of tariff classification, GRI's and explanatory notes
- Work within tight deadlines

Required Experience:

- Minimum 5 years Customs industry experience

If you are interested in this position, please submit a cover letter and resume to by hr@ghy.com
Wednesday, May 22, 2019.