

## DIRECTOR OF COMPLIANCE

(Tariffs and classifications and regs, oh my!)

*Baltimore, MD 21230 (Locust Point, McHenry Row)*

Is there a seat on our boat for you? Want a career, not a job? Find out: Shapiro is not your grandpa's shipping company.

In a modern world where expertise is often devalued, Shapiro stands strong at 105-years old. We're so compliant, that US Customs learns from us! We were also named one of the Best Places to Work in Baltimore.

**Shapiro's Director of Compliance** will be our leader over all import/export regulations, client compliance, and continued development of our relentless Compliance team & operations staff.

Responsibilities include being the public face of Shapiro's 105-years old customs brokerage and freight forwarding legacy. You will oversee our internal standards of excellence, our external consulting division, training, and both import & export corporate compliance.

We have a track record of transparency, developing employees, and investing in our work environment like office space & technology. We're small enough to offer growth & learning opportunities, but strong enough to compete across the globe.

### JOB DESCRIPTION

#### Typical duties for our Director of Compliance include:

- Manages Compliance staff with a hands-on approach focused on development, customer solutions and regulatory excellence.
- Serves as an import and export regulatory resource for branches, customers, and other departments (IT, HR, or Accounting).
- "Owns" compliance consulting.
- Ensures all regulatory matters are addressed timely and accurately.
- Monitors all performance metrics such as ABI error rates & ACE results.
- Assures timely and thorough development of compliance & training materials related to Customs initiatives.
- Serves as a company contact and resource for all Government agencies for import and export regulatory issues.
- Enforces and monitors all compliance related to C-TPAT, TSA, IAC, etc.
- Ensures that the department adheres to established Corporate HR policies and procedures and, in conjunction with Director of HR, serves as a resource in all matters of employee performance and discipline.

## SKILLS

Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. Project management skills to handle a variety of initiatives. Ability to utilize current tech tools to increase efficiency and innovate solutions.

- Expert-level knowledge of Customs regulations and procedures.
- Knowledge of TSA, FMC, Hazmat and other transportation regulations.
- Aptitude to learn Shapiro computer systems; focused on the import, export and accounting applications.
- Strong leadership and management skills.
- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).
- Excellent written and verbal communication skills required for quoting, vendor management, and customer interaction.
- The ability to work as an effective member of a senior level team.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.

## EDUCATION AND EXPERIENCE

- Minimum of seven (7) years' experience in Customs brokerage and forwarding with focus on compliance related issues.
- Licensed Customs Broker.
- Domiciled at our Corporate headquarters (most preferred) or Charleston branch (acceptable).
- College degree or equivalent experience in customs brokerage and forwarding (including exports).
- Seven years' experience with PC, including Microsoft Office, databases, software, web-based applications, and vendor's systems.
- FLSA status: Exempt / EOE

## ABOUT SHAPIRO

Samuel Shapiro & Company, Inc., a third-generation family-owned business founded in 1915, provides creative and flexible logistics services. With worldwide strategic alliances, Shapiro is the supply chain partner that delivers customized, compliant, and reliable solutions to address its customer's specific import and export needs. Only Shapiro has an experienced and personable staff that truly cares and commits themselves to proactively achieving its customers' business goals.

**CONTACT US:** Rich Lucas, Recruiting Manager [rich@shapiro.com](mailto:rich@shapiro.com)