



## JOB POSTING

- POSITION:** Trade Specialist
- LOCATION:** Based out of Pembina, ND (lives in MN or ND) or Columbia, SC office (lives in SC or NC); Remote Work Anywhere US will be considered if candidate is a Licensed Customs Broker
- HOURS OF WORK:** Work hours will normally be between approximately 8:00 am-5:00 pm CST (9:00 am-6:00 pm EST) based on needs of clients and associates
- One Stat Holiday may be required to be worked annually
  - Participation in the afterhours on-call rotation may be required
- START DATE:** January 2023

### 50 Best-Managed Employer Seeking a Client Care Manager

- **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, bonus program.
- **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 for the role of Trade Specialist. GHY International is a customs and trade services group designed to assist importers and exporters in trading throughout the world markets. Founded in 1901, GHY is one of Canada's oldest brokerage companies and has offices in Toronto, Emerson, Winnipeg, Calgary, Vancouver, North Dakota, South Carolina and Washington. GHY's structure is designed around providing sustainable corporate growth, strong client service, and opportunity to GHY associates. One of the most predominant aspects of our company culture is CARE. It is ingrained in all we do; relationships matter to us.

Reporting to the Client Care Manager, the Trade Specialist is responsible for the day-to-day care of our clients, including the transactional audit of released US Import shipments, database maintenance, creation of new parts and support of the release team. The Trade Specialist has a full comprehension of the US Import release process, the ability to provide outstanding service to our clients and work with Customs in a professional manner.

#### Responsibilities:

- Day-to-day Client Care, including problem resolution
- Assisting, teaching, coaching and mentoring team members as needed in support of the day-to-day transactional processing and client needs
- Keeping up to date on current CBP regulations and PGA programs, researching as necessary to assist clients and associates
- Engage in carrier, vendor, Customs and client communication via telephone and email
- Audit entries for quality control
- Creation and maintenance of internal client work instructions

- Assist as needed in executing accurate customs entries in brokerage systems for all modes of transportation, ensuring timely processing and submission to Customs
- Client database maintenance, including FTA correlations and updating annual certificates
- Other duties, as required

#### A Successful Candidate Has:

- Ability to represent GHY and be the voice of the company while interacting with clients and colleagues in a professional, collaborative manner
- Exceptional client service skills
- Strong, friendly, upbeat verbal and written communication skills
- Attention to detail and logic with the ability to make objective business decisions and prioritize work in a fast-paced environment
- Excellent analytical and problem-solving skills
- Ability to make moment of truth decisions to limit liability to GHY and our clients
- Experience successfully navigating different client nuances and SOP's
- Self-motivated and can work independently
- Can proactively recognize problems and work to resolve them
- Advanced knowledge of US Customs rules and regulations
- Advanced knowledge of Invoice (entry) requirements
- Advanced knowledge of PGA requirements and data elements required for entry
- Advanced knowledge of tariff classification, GRI's, GN's and explanatory notes
- Experience with customs brokerage software
- Proficient in Outlook, Word, and Excel
- Tolerance to adversity and the capability to handle stress in a positive manner
- Ability to productively work within tight deadlines

#### Experience:

- 5+ years of related experience
- Certified Customs Specialist (CCS) Designation
- Licensed Customs Broker preferred

#### Working Conditions:

- Sitting at desk, 90%
- Standing at counter/machine, 7%
- Travel, 3%

#### Position Classification:

Wage dependent upon experience.

*We are an equal opportunity employer and value diversity. All employment is decided based on qualifications, merit, and business need.*