



ICCPA
International Compliance Professionals Association

Job Opportunity

Company	TLR – Total Logistics Resources
Job Title	Import Supervisor
Location	Remote
Salary Range	\$77,000 - \$96,000
Relocation Assistance	N/A

Job Description / Responsibilities / Requirements

“Opening world markets...One company at a time”. If the phrase sounds intriguing, we may have an opening for you. We are always looking for individuals who have a “can-do” approach, are committed to quality customer service, and are constantly thinking up new ways to get things done.

TLR – Total Logistics Resource, Inc. is an international freight forwarder and customs house broker headquartered in Portland, OR. Founded in 1974, we have customers around the world that rely on our knowledge and skill to help them trade in the international marketplace. Our commitment to being solution-focused while providing exemplary customer service has enabled us to sit at the planning table with some of the largest importers and exporters in their markets.

We are currently seeking a collaborative, results-oriented professional to join our team as an **Import Supervisor**. This is a REMOTE position and will report to the Import Operations Manager. This position will oversee our Wine & Spirits vertical and is expected to be a working Supervisor that is actively involved with our existing team. At TLR we believe in doing anything to become the most loved and trusted provider of international services, and finding team members that will help foster that vision is paramount to our success.

This position is responsible for, but not limited to, the following:

- Perform annual Employee Reviews while providing continuous coaching through the year.
- Mentor and oversee appointed Team Leads; train, develop and mentor all team members.
- Carry out daily team huddles to review daily workflow, volumes, and outstanding issues.
- Manage team expenses, overtime, and monitor team KPIs and goals.

- Manage outstanding accounting issues for team and ensure they are closed out in a timely manner.
- Ensure all processes are executed in accordance with Compliance requirements.
- Ensure client SOPs in OneNote are well documented and continuously updated.
- Work with team to understand the KPIs; identify where team/operator can work on areas to meet expectations and assess most effective ways to accomplish departmental goals.
- Review and approve daily ACH reporting.
- Produce and review Client reporting.
- Help monitor entry summary errors, census warnings, ISFs not file, and Docs Required requests. Help send documents via DIS when requested.
- Manage all personnel absences (vacations, sick time, etc.), cross training and ensure there is appropriate coverage. Step in to help with transactions in cases where coverage is lacking. Assist with month end billing when needed.
- Customer service and account management/overview.

Desired Skills and Experience:

- Bachelor's degree in business, supply chain or related field desired.
- Minimum of 5 years of professional experience keying and transmitting US import customs entries with FDA data in various modes.
- Strong communication, leadership, and management capabilities.
- Minimum of 2 years of direct experience managing and leading teams of 10 or more members.
- Licensed Customs Broker preferred.
- Knowledge of FDA reporting requirements is a must.
- Knowledge of wine and spirits importing not necessary, but a plus.
- Experience with both northern and southern border crossings is required.
- Demonstrated experience interacting with external and internal customers to gather information and coordinate projects and/or shipments to satisfy the client's needs.
- Understand basic principles of accounting and budgeting.
- Advanced knowledge and capabilities in reporting using Microsoft Excel and similar software.
- Solid experience working directly with Supply Chain EDI/WMS systems - CargoWise preferred.
- Demonstrated knowledge of compliance, regulations, global freight forwarding or import and/or related industry such as distribution, supply chain logistics.
- In depth knowledge of ABI responses to entry summary and cargo release transmissions.
- Ability to navigate the CATAIR.
- General familiarity with the eCFR.
- Experience classifying commodities.
- Familiarity with government bulletins, esp. CBP CSMS messages.
- Experience with entry types other than consumption and informal a plus.
- Applied knowledge of Valuation and Incoterms.
- Familiarity with product codes in broker software a plus.
- Ability to work under stress and problem solve, enabling teams and individuals to meet and exceed client deadlines.
- Proven ability to work in a cross team collaborative environment developing excellent working relationships with peers and acting as a leader of teams.

- Strong verbal and written customer service skills; ability to organize, prioritize and execute against established KPIs; strong math skills.
- Advanced knowledge of Microsoft Office Suite programs a plus.
- HazMat certifications (IATA, IMDG and DOT) a plus.

Contact Information to Apply

Apply directly via company website:

[Careers at TLR | International Logistics Company \(shiptlr.com\)](https://shiptlr.com/careers)

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