



ICCPA
International Compliance Professionals Association

Job Opportunity

Company	TLR – Total Logistics Resource
Job Title	Duty Drawback Manager
Location	
Salary Range	\$80,000-\$110,000
Relocation Assistance	No

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 an energetic and results-oriented individual to join our team as a **Duty Drawback Manager**. This role will lead and manage all activities related to TLR’s duty drawback program including playbooks and procedures. Strong leadership, communication, and presentation skills are essential. This is a REMOTE position open to U.S. residents only. The Duty Drawback Manager is an exempt role reporting to the Vice President of Compliance.

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:

- Design, implement, and maintain Duty Drawback program including standard operating procedures, and controls in accordance with guidelines of the U.S. Customs and Border Protection {CBP} and other government agencies.
- Act as primary liaison between customer and CBP.
- Support Duty Drawback sales opportunities.

- Data integrity: verify all data, detail-oriented audits, highly analytical, filing accurate and timely claims.
- Serve as primary escalation for Duty Drawback, act as a primary resource for team members.
- Create and manage process workflow, documentation and communicate change management to stakeholders.
- Independently research, analyze and interpret complex procedures or regulations and write technically relevant correspondence and procedural documents that will have internal and/or external audience.
- Implement service level agreement and manage client deliverables
- Manage department budget and P&L
- Hire, train, coach drawback team members and maintain efficiency, drive accountability and foster development.
- Occasional travel {~20%} may be required

Desired Skills and Experience:

- Bachelor's degree in business, supply chain management or related field
- Minimum 7 years' customs brokerage experience
- Minimum 5 years' experience in a Drawback Manager level role
- Licensed Customs Broker is preferred.
- Working knowledge of government regulations {specifically 19 CFR}
- Experience working with ACE, CargoWise, Drawback software and other supply chain systems.
- Minimum 4 years' experience filing duty drawback under the TFTEA requirements and knowledge of CBP drawback rules and regulations.
- Experience in developing procedures and providing education/workshops to others
- Management and Leadership Skills: communication, negotiation, team leadership, performance management, team building, and networking
- Technical Skills: Supply Chain and Material Management, Metrics & Trend Analyses, IT systems & tools {ERP systems, Microsoft Project, Excel, PowerPoint, etc.}, Microsoft Office expert user with a verifiable high proficiency in excel, Financial Analysis, Operations Effectiveness, Business Drivers such as Quality, Cost and Service

Contact Information to Apply

Please submit resume and cover letter via our careers page:

[Open Positions - TLR \(applicantstack.com\)](#)

Recruiter:

Diane Thurston
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