



POSITION DESCRIPTION

POSITION TITLE: Global Trade & Customs Compliance Manager
DEPARTMENT: Transportation
REPORTS TO: Director, International Transportation & Small Parcel

POSITION SUMMARY

Our Manager, of Customs Compliance is a detailed oriented hands-on collaborative customs compliance professional with a strong foundation in US Government regulations especially for import shipments. Primary areas of responsibility will include managing HTS Classification, Country of Origin determinations, CTPAT maintenance and import documentation. The overall objective will be to ensure that regulations from Code of Federal Regulations, US Customs Border Protection and other government agencies are incorporated in the planning, directing, and coordinating of international shipments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Comply with all U.S. Customs, other government related agency regulations and internal standards to maintain a “low risk importer status” for Guitar Center.
- Develop and maintain internal programs and processes that support compliance goals.
- Serve as an internal/external escalation point-of-contact for all Customs Compliance issues.
- Oversee the compliance accuracy and timeliness of all customs entries.
- Manage Post Entry adjustments as necessary.
- Own the HTS classification process for all products and parts databases.
- Maintain Guitar Center’s CTPAT Tier II Validation status and Supply Chain security assessment for international manufacturers and transportation partners.
- Manage and own the Automated Commercial Environment (ACE) portal for all import data.
- Perform monthly import audits to ensure continued compliance with U.S. Customs.
- Maintain recordkeeping for import and export shipments.
- Manage Duty Relief programs, (drawback, FTZ, exclusions, etc.) where applicable.
- Explore opportunities to implement new technologies to automate import processes.
- Partner with product management and merchandising teams re HTS classifications.
- Set challenging and realistic performance goals and targets.
- Develop and monitor budget/forecast for duties and other import fees.
- Measure business performance based on most appropriate financial and quantitative indicators and provide monthly reports on key compliance and cost metrics.
- Become acquainted with our internal order management and 3PL’s operating systems.
- Provide training when necessary to inform internal stakeholders of compliance risk.

LOGISTICS SUPPORT

Customs Compliance Manager

- Partner with International Logistics team to identify any compliance related functions that impact overall landed cost and transportation speed.
- Experience in building and maintaining collaborative cross functional internal relationships that address Customs compliance challenges and opportunities.
- Solid understanding of INCOTERMS and their compliance and operational applications.
- Work as needed with customers ensuring overall Customs compliance within our internal order processing, landed cost and Third-Party Logistics operating systems.
- Manage Vendor Compliance initiatives.
- Manage Overages Shortages and Damage (OS&D)

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience required with a focus in Global Logistics, Customs Compliance and or International Trade.
- Minimum of 5 years of Import Compliance experience preferred.
- U.S. Customs Broker License preferred
- 2-5 years supervisory experience is preferred.
- Advanced computer skills: Excel, Word, PowerPoint required
- Ability to travel up to 10% required

COMPETENCIES

KNOWLEDGE

- Strong understanding of Customs Compliance rules and regulations in support of a major retail importer.
- Managing a CTPAT program.
- Experienced with Harmonized Tariff System classification and Country of Origin rules.
- Knowledgeable of Duty Relief programs across various import operational platforms.
- Ability to embrace our core values of Customer first, (exceeding expectations) Passion, (to Inspire others), Respect, (embrace individuality & honor diversity) and Integrity to be open, honest, and ethical.