



ICCPA
International Compliance Professionals Association

Job Opportunity

Company	Gateway Recruiting LLC
Job Title	Customs Entry Writer – Associate/Senior/Principal
Location	Knoxville, TN or Atlanta, GA
Salary Range	Hourly Pay varying per level
Relocation Assistance	No Relocation Assistance

Job Description / Responsibilities / Requirements

About the Job:

This role will be responsible for the accurate and timely submission of customs entries for clearance through U.S. Customs and Border Protection and Partner Government Agencies (PGA). The Customs Entry Writer will serve as a knowledgeable customer advocate, committed to providing excellent levels of customer service through subject matter expertise and strong sense of accountability and urgency.

The dynamic and comprehensive training program will set this role up for success. The Customs Entry Writer will participate in a mix of group activities, self-guided learning, plus coaching and mentoring to help this candidate become an expert in the systems and processes and provide on-going regulatory training.

Responsibilities:

- Serve as the primary customs representative for the customer account base, ensuring prompt response to customer inquiries and follow through on issues until resolution to customer satisfaction.
- Demonstrate mastery with respect to the customs brokerage products' standard operating procedures (SOP) and best practices.
- Direct ownership of Customer Standard Operating Procedures and Harmonized Tariff Schedule (HTS) databases for customer account base to ensure full compliance of CBP and customer requirements.
- Begin to develop the skill to serve as a custom's trusted advisor, transitioning from the day-to-day data entry fundamentals to true customs brokerage account management of the clients.
- Analyze and validate import documentation and data to ensure they are in accordance with all applicable laws and regulations prior to entry submission to U.S Customs and Partner Government Agencies (PGA).
- Adhere to a high level of operational excellence internally and externally, with respect to on-time performance, accuracy, and customer service.

Required Qualifications:

- High school degree or GED equivalent
- Minimum of 1 year of customs entry-writing experience

Preferred Qualifications:

- Values a diverse and inclusive work environment
- Proficient in Microsoft Office Suite of programs
- Excellent communication, prioritization, and multi-tasking skills
- Proven track record of strong customer service skills, interacting with customers and being client focused
- Excellent follow up with customers and the network
- Critical-thinking, flexibility, and problem-solving skills to adapt to ever-changing tasks and customer needs
- High level of attention to detail
- Ability to work in a fast-paced and deadline-driven office environment
- Bachelor's degree

Contact Information to Apply

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