



ICCPA
International Compliance Professionals Association

Job Opportunity

Company	Gateway Recruiting LLC
Job Title	Customs Supervisor
Location	Knoxville, TN or Atlanta, GA
Salary Range	\$70,000 - \$85,000 Base Salary
Relocation Assistance	No Relocation Assistance

Job Description / Responsibilities / Requirements

Responsibilities:

- Lead and develop a high-performing customs team focused on exceptional customer service and operational excellence
- Recruit, train, and assign team members to ensure optimal productivity and compliance
- Monitor team performance, balance workloads, and drive continuous process improvements
- Resolve issues impacting cargo release, delivery timelines, or customer satisfaction
- Collaborate with leadership and product teams to streamline processes and enhance efficiency
- Manage team financial performance and contribute to staffing and forecasting decisions
- Oversee customs operations, ensuring timely and accurate entry filings and regulatory compliance
- Act as an escalation point for customer issues and maintain strong client relationships
- Drive adherence to customer SOPs and corporate compliance policies
- Identify and track performance metrics to support team development and operational success

Required Qualifications:

- High School Diploma or GED
- Minimum 3 years of customs brokerage experience

Preferred Qualifications:

- Bachelor's degree from an accredited college or university
- CCS Certified
- Direct or indirect supervisory, management or leadership experience
- Demonstrated ability to lead, motivate and influence others, set a positive example, and create a productive, positive environment

- Strong written and verbal communication skills
- Strategic and creative thinking skills
- Strong problem-solving skills
- Values a diverse and inclusive work environment

Contact Information to Apply

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