



## ***Manager, Customs***

### **Purpose & Overall Relevance for the Organization:**

This lead position is responsible for providing analytical and procedural input and guidance regarding adidas's Customs compliance activities. This role acts as a subject matter expert for import/export compliance matters involving product regulatory oversight and ensures all import and/or export transactions comply with the laws and regulations of the United States. This position will work cross-functionally with the supply chain teams, as well as outside counsel, suppliers, software providers, logistics providers, and customs brokers to ensure compliance with all Customs and Border Protection (CBP) and other government laws and regulations. This role drives data-based decision making by applying strong analytical skills, developing reporting tools, and supporting process improvement and project execution to enhance operational efficiency and reduce compliance risk.

### **Key Responsibilities:**

#### **Operational & Compliance Activities**

- Serves as the key resource and subject matter expert on import/export compliance and daily operational activities
- Actively resolves daily import compliance and/or clearance issues with Customs brokers and 3<sup>rd</sup> party logistics providers
- Communicates directly with any government agency as needed with respect to import compliance activities, including U.S. Customs & Border Protection (CBP), Food and Drug Administration (FDA), Environmental Protection Agency (EPA), Fish and Wildlife Service (FWS), etc.
- Ensures all permits/registrations related to import activities are updated and obtained as needed
- Monitors the ACE portal for notifications from CBP and addresses requests for further information (ex. CF 28's, 29's and any other related requested or notifications)
- Supports the maintenance and participation in key Customs programs such as Customs Trade Partnership Against Terrorism (CTPAT)
- Provides internal/external key stakeholders training on import and/or Customs matters as needed
- Assists with the identification, qualification, implementation, and operation of strategic cost savings initiatives such as duty drawback, free trade agreements, duty suspension regimes, etc.
- Creates, updates and/or maintains Customs compliance processes and procedures
- Provides daily, monthly, and quarterly reporting and KPI's that identify potential key risk areas
- Performs any back up duties that maybe be required to assist the Sr. Customs Manager
- Assists to motivate the import compliance team and provide workflow direction and assistance with resolving issues that are escalated from the Customs Analysts
- Participate in and attend import compliance seminars and meetings as needed and/or required

#### **Analytics, Reporting & Data-Driven Decision Making**

- Collects, analyzes, and interprets large data sets for daily, monthly, and quarterly reporting and KPI tracking.
- Investigates variances, identifies root causes, and recommends corrective action plans.
- Builds, maintains, and enhances import and export compliance dashboards (e.g., duty spend, entries, exceptions, KPIs).
- Performs trend analyses to proactively identify compliance gaps and process risks.

### **Key Relationships:**

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- Internally: Transportation, Finance, Legal, Tax, DC Ops, Retail, Liaison Offices
- Externally: CBP and Other Government Agencies, outside counsel, Custom brokers, factories, 3<sup>rd</sup> party logistics providers

**Knowledge, Skills and Abilities:**

- Extensive knowledge of the imports, exports, Customs brokerage, HTS classification, inventory control systems, warehousing and logistics activities
- Ability to assist with motivating and training other team members
- Detail oriented with strong organization skills and ability to prioritize, multi-task, and meet deadlines
- Ability to define problems, collect data, establishes facts and draw valid conclusions
- Ability to read and interpret government regulations
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment and meet daily deadlines with a high degree of accuracy.
- Self-motivated and capable of working as part of a team or alone with little supervision
- Exceptional attention to detail.
- PC Literate – strong Excel and Access skills.
- At adidas we offer a Hybrid work policy which requires attendance in the office Monday through Thursday, with the flexibility to work remotely on Friday each week. For work requiring a high degree of collaboration or an in-person presentation, in-office attendance is required even on Friday.

**Requisite Education and Experience / Minimum Qualifications:**

- Bachelor's degree from a 4-year college or university OR equivalent relevant experience
- 2-5 years of experience in Customs compliance, international transportation and/or logistics operations
- Licensed Customs Broker is preferred
- Certified Customs Specialist is a plus