DOMESTIC SPECIALIST

CUSTOMS BROKERAGE & FREIGHT FORWARDING

States (only) for remote work: We are based in MD, but you can live in SC, FL, NJ, PA, NY, NC, GA, or VA (9). Headquarters is Locust Point, Maryland (in Baltimore County). Salary range $45,000 – 55,000 depending on experience.

Are you an experienced import/export enthusiast with 3+ years of experience hoping to work from home, and fascinated by the ever-changing complex jigsaw puzzle that is the drayage and trucking portion of global imports?

In a world facing new challenges, a nimble but steady ship is more important than ever. Is there a seat on our boat for you? Want a career, not a job?

Shapiro: We Deliver. Problem Solved.

Domestic Specialists will be the main point of contact for daily transactions for the company's complex domestic transportation customers. You will serve as the primary contact for these customers, our domestic vendors, and resolve domestic issues for import customs brokerage & our global logistics group (forwarders) in the CargoWise One system (CW1), Logix Board, and other tools.

Shapiro stands strong at 111-years old, but we're not your grandpa's shipping company. We have a track record of transparency, developing employees, and investing in our work technology. Our Paid Time Off policy is one of the most competitive in the country.

For all telecommuters, training in the office is required with occasional visits for meetings (but not road-warrior level). ***How does your cargo move?***

JOB DESCRIPTION: **Typical duties include:**

- Manage the tracking and delivery for a specific set of accounts.
- Track cargo with carriers, piers, and rails.
- Issue delivery orders to the truckers for their perspective accounts.
- Ensure timely delivery of shipments, communicating any issues to the customer.
- Manage shipments from the Domestic Virtual Bin.
- Build relationships with the truckers/truck brokers for assigned accounts.
- Bill the shipments according to the quotes/rate sheets both timely and accurately.
- Follow the SOP for delivery for each assigned customer.
- Routinely select and manage domestic carriers for a specific book of business.
- Evaluate and monitor domestic carrier performance.
- Negotiate favorable pricing with domestic carriers and evaluate options.
- Serve as the primary point of contact for domestic transportation issues/questions/quotes for a specific book of business.

- Communicate updates related to transportation issues internally and externally.
- Notify operations/insurance desk if there is any damage to shipments.

SKILLS: Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. *Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions.

- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).

EDUCATION AND EXPERIENCE

- Minimum of two (2) years of industry-related domestic transportation experience including negotiations with carriers, quotation, classifying freight for LTL domestics moves, and break-bulk.
- Strong customer service background required.
- Domestic experience with over-dimensional and project cargo a plus. Exposure to domestic, warehousing, and distribution a plus.
- Educational background in Operations Management, Supply Chain, or International Business (or internship experience) preferred.
- 1+ years' experience with PC, including Microsoft Office, databases, software, web-based applications, and vendor's systems.
- CARGOWISE ONE experience preferred (CW1).
- 1+ years of experience with PGA (FDA, USDA, FCC, DOT) preferred.
- Written and verbal communication skills required for quoting, vendor management, and customer interaction.
- Skills, abilities, and aptitude to be cross trained, proactively step in, and contribute. Proven ability to interact with all individuals within the organization and be able to communicate information to customers and vendors. The ability to work as an effective member of a team.
- Discipline to implement and follow Standard Operating Procedures.

ABOUT SHAPIRO

Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company, Inc. has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

CONTACT US! Rich Lucas, Corporate Recruiter rich@shapiro.com