

ENTRY SPECIALIST

(Tariffs and trade and imports, oh my!)

Baltimore, MD 21230 (Locust Point, McHenry Row)

In a modern world where expertise is often devalued, Shapiro stands strong at 104-years old. We're so compliant, that US Customs learns from us! We were also named a finalist for Best Places to Work in Baltimore.

Is there a seat on our boat for you? Want a career, not a job? Find out:

Shapiro is not your grandpa's shipping company. We have a track record of transparency, developing employees, and investing in our work environment like office space and technology. Our Paid Time Off policy is one of the most competitive in the country for new hires.

Import Analysts: Entry Specialist - Responsible for exceptional customer service while handling customer accounts within a specific (import) commodity team. Be focused on maintaining an efficient and compliant desk with a customer-service mindset. Independently responsible for product/commodity knowledge and Customs entry-processing for select account base. Evaluates new items, confers with respective importer, and enters information into parts-dictionary. Also communicates regularly with Regulatory Specialist on our Compliance team, to ensure continued education on import products. Also manage any CBP or PGA holds until resolution.

Combine your passion for global trade + a natural drive to deliver excellent customer service into an engaging role. We're small enough to offer tons of growth & learning opportunities, but strong enough to compete across the globe.

JOB DESCRIPTION

Typical duties include:

Duties include Customs entries, first and foremost. Plus, providing excellent customer service in an engaging environment, learning and improving knowledge of U.S. Customs regulations, vendor relations, internal communication, and monitoring industry developments in areas such as trucking, port operations, customers, and competitors.

SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. Know the process and then think outside of the box.

*Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions.

- Strong computer/tech skills (Excel, Office, proprietary databases).
- Must be resourceful, flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).
- Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.
- Team player able to build trust and prove dependability.
- Critical thinker.
- Aptitude to be cross-trained and contribute.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints.

EDUCATION AND EXPERIENCE

- 3-10 years Customs entry, compliance, and handling import clients.
- 1-3 + years of import logistics experience handling demurrage, deliveries, document coordination, and customer service with importers or exporters. Previous experience with air is a plus, but not required. Strong ocean background.
- Exposure to domestic, warehousing and distribution a plus.
- Educational background in Supply Chain Logistics or International Business (or internship experience) preferred
- 1+ years' experience with PC, including Microsoft Office, databases, software, web-based applications, and vendor's systems.
- 1+ years of experience with OGA (FDA, USDA, FCC, DOT)
- FLSA status: Non-exempt / EOE / Starting salary: Depends on experience.

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!

Please send all resumes via email to:

Rich Lucas, Recruiting Manager / rich@shapiro.com