

## GLOBAL LOGISTICS SPECIALIST

### IMPORT FREIGHT FORWARDING (Ocean)

*States (only) for remote work: We are based in MD and SC, but you can live in FL, NJ, PA, NY, NC, GA, or VA (9). Headquarters is Locust Point, Maryland (in Baltimore County).*

Are you a freight forwarder or logistics geek with 3+ years of experience (import or export forwarding), hoping to work from home, and fascinated by the ever-changing complexity of the jigsaw that is 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 stands strong at 108-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 new hires.

**Global Logistics Specialists (Commercial Imports)** are responsible for handling our commercial clients, mostly FCL import shipments with multi-modal and complex routings (including LCL and air). The Global Logistics Group offers total solutions for our customers including Purchase Order Management tools, pricing, and door moves. **You would have a "desk" of clients ready for your white glove, personalized service.**

For all telecommuters, there will be required training in the office with occasional visits for meetings (but not road-warrior level). 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 new hires.

#### ***How does your cargo move?***

**GLG Specialist:** White glove customer service. Work with our Pricing team, foreign agents from around the globe, and creatively guide the customer into the best routing and pricing decisions.

Our freight forwarders are empowered to evaluate bookings with critical eye to drive a growing part of our business and fight with energy for the customer.

#### **JOB DESCRIPTION: Typical duties include:**

- Tracks document distribution from overseas agents. Be the central point of contact for internal Global Logistics Specialists and external customers on transportation questions.
- Monitor if Importer Security Filing (ISF) for ocean freight has been transmitted.

- Track the successful export and import transit with agent and carrier. Confirm the ETA is accurate and update the system accordingly.
- Track commercial and shipment document distribution with foreign agents.
- Audit documentation for accuracy; upload documentation for visibility.
- Audit system for shipment accuracy and required info; deliver seamless transition to customs brokerage operations. Manage timely receipt of the original ocean bill of lading, or telex release, upon initial departure of the vessel. Monitor freight payments.
- Complete approval of agent invoices with our accounting department.
- Manage additional customer-specific data feeds, such as customized agent spreadsheets, on an as-defined basis.
- Geography - stays current on port operations around the globe (as needed).

**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

- Seeking 3+ years of logistics or forwarding experience. Previous experience with air is a plus, but not required. Strong ocean background preferred. Exposure to domestic, warehousing and distribution a plus.
- Educational background in Supply Chain Logistics or International Business (or internship experience) preferred.
- Excellent 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.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.
- 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](mailto:rich@shapiro.com)