

# IMPORT ANALYST

**(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 (A-Z)** handle multiple accounts, including components such as: Data management of ISF filings with US Customs, domestic routing, port issues, paying ocean freight charges, auditing ocean bills of lading, learning customs tariffs & duty rates, and delivering the highest levels of customer service. You will also handle customs entries and receive cross-training on the brokerage side to learn all aspects of imports, full cycle.

**Import Analyst (Doc Specialists)** handle customer service, decision making for domestic routing & port issues, paying ocean freight charge & surrendering bills of lading, and transmitting ISF. Prefer 1 year of logistics experience servicing customers. Customs entries will be handled by Entry Specialists on the team.

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 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**

- 1+ years of import logistics experience, preferred in the customs brokerage realm 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**

Samuel Shapiro & Company, Inc., a third-generation family-owned business founded in 1915, provides creative and flexible logistics services. With worldwide strategic alliances, Shapiro is the supply chain partner that delivers customized, compliant, and reliable solutions to address its customer's specific import and export needs. Only Shapiro has an experienced and personable staff that truly cares and commits themselves to proactively achieving its customers' business goals.

## **CONTACT US!**

**Please send all resumes via email to:**

Rich Lucas, Recruiting Manager / [rich@shapiro.com](mailto:rich@shapiro.com)