

# IMPORT ANALYST (Document Specialist)

*Locust Point – Baltimore, MD*

Shapiro is 103-years old, but we're not your grandpa's logistics company. Come work for one of the most respected global logistics firms in the country who boasts top compliance experts, creative import/export specialists, a dedicated pricing group, and a dynamic IT department. We stay ahead of the curve.

## JOB DESCRIPTION

**Import Analysts** handle multiple accounts on their desk including: Management of ISF filings with US Customs, international documentation, Customs entries and transmission, domestic trucking, billing, and the highest levels of customer service.

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. Should have at least 1 year of import logistics experience servicing import customers. Customs entries will be handled by Entry Specialists.

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.

## 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/exporters.
- College degree or equivalent 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)
- 1+ years of experience with freight forwarding basics desired, not required.
- Exposure to domestic, warehousing and distribution a plus.
- 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 over 130 employees in the U.S. and 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:**

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800-695-9465 ext. 0507