

IMPORT ANALYST

(2 ROLES IN INTERNATIONAL LOGISTICS – GLOBAL SUPPLY CHAIN)

Charleston, SC 29492 (Daniel Island)

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? Find out.

In a modern era where expertise is often devalued, Shapiro stands strong at 105-years old. We're so compliant that US Customs learns from us!

Our headquarters was named a Best Place to Work. Shapiro is not your grandpa's shipping company. We have a track record of transparency, developing employees, and investing in our environment like office space and now...work-from-home technology.

At Shapiro, our Import Analysts (A-Z) will handle multiple accounts, including components such as: Customs entries, ISF filings with US Customs, domestic routing, port issues, paying ocean freight charges, auditing ocean bills of lading, customs tariffs & duty rates, and delivering the highest levels of customer service.

Import Analyst (Document-Logistics 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. You will also receive cross-training on the brokerage side to learn all aspects of imports.

JOB DESCRIPTION

Responsibilities include:

- Duties include providing excellent customer service in an engaging environment, learning/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.
- Customs entries and client communications.
- Full cycle from opening files to billing.

SKILLS

- Professional behavior: Represents the company in a reputable, ethical, businesslike manner, and complies with company operating procedures and requirements.
- 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.

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, Corporate Recruiter / Talent Acquisition
rich@shapiro.com