

IMPORT DOC ANALYST

(Customs Brokerage)

BALTIMORE, MD OR CHARLESTON, SC (DANIEL ISLAND) IMPORT DOCUMENT ANALYST ROLES.

States for remote work: We are based in MD and SC, but you can live in FL, NJ, PA, NY, NC, GA, or VA.

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.

Our headquarters is located in Baltimore (Locust Point) and were 99% remote for now in BAL and CHS. For all telecommuters, there will be required training in the office to begin your career with occasional visits for meetings (but not road-warrior level).

Import Document Analyst - You handle an A-Z WITHOUT THE "E" (entry) ... but with trucking, traffic, steamship line coms, billing, ISF filings, exams, and delivering the highest levels of customer service to our customers who truly value our approach.

Import Document Analyst perform 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 to learn all aspects of imports.

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.
- Client communications.
- Full cycle from opening files to billing, without the customs entry input.

Only Shapiro has the experienced & personable staff that cares and commits to proactively achieving our customers' business goals. We are an extension of our clients' strategies, ambitions, and objectives...***How does your cargo move?***

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

- Minimum 2 years of customs brokerage or import entry experience, preferred time handling ISF, entries, document coordination, and customer service with importers. Previous experience with air is a plus, but not required. Strong ocean entry background required.
- 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.
- 2+ 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/HR Generalist
rich@shapiro.com