



Customs Compliance Manager EU (m/f/x)

Build the team, processes, and strategy to help Flexport be compliant.

The opportunity:

Investing your time with Flexport means keeping pace with a rapidly growing business, learning new skills, and seeking opportunities to fill the gap. The Customs Compliance team is focused on building compliant trade practices to support our exciting growth plans while remaining one of the top compliance-focused customs brokers and freight forwarders in the industry.

We're looking for a Customs Compliance Manager, based in Amsterdam, to help provide subject matter expertise for import and export matters; ensuring compliance with all relevant customs regulations and trade laws. Flexport Compliance teams ensure that Flexport transactions satisfy legal requirements to file complete and accurate import and export declarations with local customs and other government authorities for international shipments.

You will:

- Work closely with a team of professionals committed to ensuring company compliance with all regulatory laws impacting global trade.
- Provide expertise related to, and manage escalations from, operations or our clients, regarding customs compliance and regulatory matters.
- Create, assess, and improve compliance procedures, processes, and training to support the company priorities, including audit and monthly scorecards.



- Conduct compliance reviews to confirm policy adherence and identify knowledge gaps within the organization. Develop and provide relevant training to close gaps when identified.
- Be responsible for AEO-C reporting and program adherence.
- Respond to inquiries from and interact with Customs and other related government agencies.
- Monitor and report the effectiveness of current processes and oversight measures and evaluate exposure to risks, performing root cause analysis on processes and policies when issues arise both internally or with clients.
- Identify risk areas, such as customs value, classification, origin, disputes, authorizations and rulings and outside broker management; control risks in these areas including customs value rulings, HS code master data, and broker instructions.
- Monitor the customs control framework, including in-country checking & assessment, central data collection, central validation, internal and external audit, feedback, setting priorities and share practice.
- Keep abreast of changing regulations and industry practices by building alliances with key industry associations and peers, reading regulations, and attending industry conferences. Proactively inform relevant stakeholders.
- Identify opportunities for automation and scale to exceed industry standards. Leverage technology and product support to bring Customs operations to the next level.
- Cultivate an atmosphere of transparency and problem-solving.
- Thrive in a fast growth, fast-paced, open space work environment.

You should have:

- 7+ years of professional experience with a brokerage or importer in a customs or compliance role
- Strong understanding of Europe & other Customs Regulations and application of HTS classification
- In-depth knowledge and understanding of trade regulations and application to real-world customs situations.
- Experience with AEO-C Certification requirements
- Experience with post-entry amendments & appeal procedures
- Excellent individual problem-solving and analytical skills to review customer requests and complex transactions
- Experience working with a wide array of applications including but not limited to Google Suite and /or Apple Software
- An appreciation of the legal, compliance, and financial context of our work and display appropriate sensitivity to the confidential nature of the work
- Excellent communication and presentation skills, including being able to present to all levels of an audience
- Strong interpersonal communication skills and ability to build effective working relationships with colleagues and other stakeholders
- Unquestionable ethics and integrity
- An ability to identify and solve complex problems
- A degree in international business or supply chain or similar equivalent experience



About Flexport:

We believe global trade can move the human race forward. That's why it's our mission to make global trade easier for everyone. We aim to do this by building the Operating System for Global trade - a strategic model combining advanced technology and data analytics, logistics infrastructure, and supply chain expertise. Flexport today connects almost 10,000 clients and suppliers across 109 countries, including established global brands like Georgia-Pacific as well as emerging innovators like Sonos. Started in 2013, we've raised over \$1.3B in funding from SoftBank Vision Fund, Founders Fund, GV, First Round Capital and Y Combinator. Read about three big ways we're moving forward after our recent [\\$1B investment from SoftBank Vision Fund in February 2019](#).

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.