



Open Position: Trade & Customs Compliance Supervisor

Location: Issaquah, WA

Closing Date: November 10, 2021

Description of position

Based on site at Costco's corporate headquarters in Issaquah, Washington, the Trade & Customs Compliance Supervisor will manage the Export Compliance team to ensure that Costco is in compliance with all applicable laws, regulations and policies for international trade. The position will work closely with multiple departments and divisions to support Costco's export, sanctions, and free trade agreement (USMCA) programs. The Supervisor is responsible to provide leadership and management of the Export team's activities, projects and work processes.

General Responsibilities:

- Integrity: When achieving benchmarks and goals, use methods/strategies that are consistent with the Code of Ethics and the Standard of Ethics for Managers and Supervisors. Always leads by example. Appropriately handles employee concerns and follows through to resolution.
- Member Service: Provides and ensures staff provides an exceptional member experience.
- Administration: Ensures proper department coverage.
- Managing Performance: Coaches and mentors employees to provide support and guidance. Has regular open and honest conversations with employees to discuss work performance and career development. Identifies learning opportunities to strengthen employee knowledge, skill and ability.
- Communication: Regularly shares information with employees via meetings and one-on-one conversations. Successfully navigates difficult conversations with employees, members, and suppliers. Listens, expresses empathy and adapts to get point across. Addresses issues immediately to ensure a timely resolution and to avoid escalating the situation. Consistently demonstrates business knowledge during interactions with senior management.
- Self-Management: Demonstrates sound judgement, taking a partner when necessary. Ability to maintain self-control in the face of hostility or provocation or in intense, hectic situations.
- Inclusion: Encourages different approaches and ideas to work and to accomplish goals. Seeks employee input. Takes the time to get to know or reach out to candidates who show potential that may not come forward on their own.
- Compliance & Safety: Takes measures to ensure employee and member information is kept confidential and adheres to IS security policy.

Team Responsibilities:

- Performs daily supervision of the export compliance team and activities to meet individual and department goals.
- Reviews work product, monitors workload, and provides direction on projects to meet deadlines and ensure continued momentum.
- Conducts meetings with upper management to report of team's project status and performance.
- Reviews applicant submissions for job postings, conducts interviews, and makes recommendations regarding hiring status.
- Manages denied party screening (DPS) program, including management of third party software provider and internal reporting.
- Manages the commodity classifications and ECCN assignment for all exported items.
- Manages the warehouse export approval process.
- Manages the auditing, reporting, and correction activities with third party providers.
- Reviews all export compliance and sanctions policies to ensure regulatory requirements are being met.

- Manages USMCA program for exports to Costco Mexico and Costco Canada.
- Manages third party service providers on USMCA verifications and systems issues and development.
- Develops and coordinates training programs as well as general guidance and direction to relevant internal departments, warehouses, suppliers, and service providers to provide knowledge of compliance processes, systems and policies and ensure compliance objectives are met.
- Monitors new laws, trade regulations, trade sanctions and restrictions, and general prohibitions, and applies to business processes.
- Works with all government agencies and assists management in audit requests from US, Canada and Mexico Customs.
- Identifies areas and provides recommendations to improve compliance, communication, and internal controls, or to increase efficiencies.
- Develops corrective action recommendations for non-compliance of any export policies, laws or regulations.
- Maintains and updates internal process documents in relation to areas of responsibility and implements new procedures.
- Assists in systems enhancements, account requirements and implementation of new programs.
- Regular and reliable workplace attendance at your assigned location.
- This is a full-time management/leadership position (45+ hours per week).

Non-Essential Functions

- Assists in other areas of the department as necessary.
- Assists in other areas of the company as necessary.

Experience, Skills, Education & Licenses/Certifications

Required:

- 3-5 years trade & customs compliance experience.
- Supervisory/Management experience.
- Knowledge of import and export trade regulations, export controls, sanctions, Schedule B and ECCN classification, USMCA and other FTAs.
- Proficient in Microsoft Office applications and Google applications.
- Strong interpersonal skills, good written and verbal communication and presentation skills.
- Detail oriented with excellent analytical and organizational skills.
- Self-motivated, able to work independently, multi-task on competing priorities and meet deadlines.
- Willingness to share knowledge, teach and assist others.
- HIPAA Training and Supervisors Orientation (within 30 days of hire); Leadership Development 101 (within one year); Costco Pay Policies (within 90 days of promotion).

Recommended:

- Bachelor's degree preferred.
- Customs Broker License, CCS, CES, or other professional certifications strongly preferred.
- Knowledge of AS400 and SAP applications.
- Auditing experience.
- IS experience to develop and use new systems, software or program enhancements.
- Demonstrated project management experience with continuous improvement and goal oriented mindset.

Contact Information to Apply: Send resume and cover letter Gabriel Perez via email at gvperez@costco.com. Please send application in one PDF file.