



Import Traffic Coordinator

Revision Date:	June 2022	Department:	Supply Chain
Classification:	Non-Exempt	Reports To:	Trade Compliance Manager

Job Summary

The Supply Chain department is tasked with creating value for Makita and its customers by planning inventory to efficiently meet customer's needs, while effectively using Makita's resources. This role ensures smooth processing and review of import shipments, back-up of export shipments and supports Makita's Supply Chain department.

Essential Job Duties

To perform this job successfully, an individual must be able to perform each essential duty to satisfactory standards. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Import Traffic Coordinator is primarily responsible for ensuring the proper and timely movement of freight and information while complying with any internal and external requirements. Their primary focus is track and trace duties for ocean import shipments. The qualified candidate is familiar with standard concepts, practices, and procedures within the global logistics field. A certain degree of creativity and latitude is required.

- Log and audit import freight bills for errors.
- Monitor import shipments for exceptions, and work with the Trade Compliance Manager to resolve.
- Effective communication with customers, vendors, and co-workers through a high volume of e-mails.
- Proactive daily cargo monitoring container delivery by Last Free Day [LFD] to avoid demurrage and other accessorial charges.
- Data entry shipment log for reporting purposes.
- Back up for export declarations and creating commercial documents for export shipments.
- Reserve ISF filer (Importer Security Filing) for ocean imports into the US.
- Support Customs Brokers inquiries for Import Clearance team as needed.
- Assist with creation of KPI data reports.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

- Ability to handle issues such as re-scheduling of delivery status, terminal congestion, receiving and resolving warehouse unloading issues.
- Accurate and timely data entry and spreadsheet management.
- Audit and assist with freight payment as liaison to Finance Department.
- Identify and report issues that might not be resolved independently or may cause significant impacts or costs.
- Occasionally obtain competitive quotes including but not limited to transportation, storage rates, trans-loading.
- Verify status of shipping document release, ocean freight payment and customs clearance; resolve delays and other issues in a timely manner; enter or update status into the system efficiently.
- Other tasks as assigned by the Trade Compliance Manager, or Director of Supply Chain.

Skills Required

- Familiar with the administrative and logistical aspects of importing and exporting.
- Understanding NVOCC and freight forwarding operations.
- Practical experience working with US Customs and Border Protection (CBP), and Partner Government Agencies (PGA's) regulations.
- Detail oriented, organized, and able to manage competing priorities.
- Efficient tracking, tracing of shipments.



- Customer Service
- Understanding of HTS (Harmonized Tariff Schedule) and Schedule B codes.
- Strong communication skills to work across departments, and with global partners.
- Experience with ERP systems (entering orders, reviewing inventory information, etc.).
- Understanding of tools used to work in a collaborative and hybrid work environment (Microsoft Teams, Planner, Zoom, etc.).
- Knowledgeable of Microsoft Office, primarily Excel, including use of pivot tables, lookups, and other formulas.
- Troubleshooting, resolving, and documenting problems and services issues and maintaining operational systems data.
- Sense of ownership and pride in your performance and its impact on company's success.

Education and/or Experience Desired

The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Minimum 3 years' experience in related fields.
- Experience with ocean import, freight forwarding or other logistics experience
- Knowledge and experience with ocean & air import/export, custom brokers, trucking, and all related documentation and terminology.
- Degree or higher education Certification preferred.

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This position works in a hybrid environment and will be required to use software and tools to communicate with others while working remotely. At times this role will be needed at the office to receive or arrange export shipments. The work is fast paced, focused on continuous improvement and continuous learning while operating under high demand/volume. This role routinely uses standard office equipment such as computers, phones, photocopiers, etc.

Travel

No regular travel is planned, however occasional travel may be required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Required to regularly use hands to touch, handle or feel; reach with hands and arms; and talk or hear.
- Required to occasionally stand; walk; and stoop, bend or reach above head.
- Required to regularly sit for extended periods of time.
- May be required to occasionally lift, push, or pull up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Able to ascend and descend stairs.
- Continuously reach out to sort miscellaneous items.
- Physically & mentally able to work in an environment that may be subjected to strict deadline and multiple projects.



Disclaimer

This description is based on management's assessment of the requirements and functions of the job as of the date this description was prepared. It is a general guideline for managers and employees, but it does not intend to be an exhaustive list of all the elements of the job. Management reserves the right to modify the description at any time, or to vary the duties and responsibilities of the job on a temporary or indefinite basis to meet production, scheduling, or staffing needs.

Equal Opportunity Statement

The Company is an equal opportunity employer and makes employment decisions on the basis of merit. Company policy prohibits discrimination based on race, color, creed, sex, religion, marital status, age, gender, national origin, ancestry, physical disability (including HIV and AIDS), mental disability, veteran status, military service, pregnancy, childbirth or related medical condition, genetic information, medical (including genetic characteristics or cancer diagnosis), actual or perceived sexual orientation, or any consideration protected by federal, state or local laws. All such discrimination is prohibited. Additionally, the Company will provide registered domestic partners with all rights and benefits as required by Law. The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers from requesting or requiring genetic information of an individual or family member of the individual. The Company is committed to complying with all applicable laws providing equal employment opportunities.