



## **Full Job Description**

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**Our Director, Customs & Trade is a key member of the Nordstrom transportation leadership team and is the thought leader for Trade & Customs at Nordstrom. This leader sets the vision for our Trade programs, builds processes to ensure regulatory compliance and creates capabilities to optimize customs clearance operations. This role develops our talented team members in a culture of continuous improvement, growth, and innovation. The Director, Customs & Trade is responsible for Nordstrom Customs compliance and import operations into the US and Canada while guiding Nordstrom Supply Chain through the relevant Customs laws, regulations, and policies. Nordstrom, Inc is a Tier 3 CTPAT member and part of the CTPAT Trade Compliance Program.**

### **A day in the life...**

- **Develop and implement the strategic roadmap for Customs and Trade (people, processes, and technology) in support of Nordstrom's corporate vision and strategy.**
- **Support and empower the Customs and Trade team, providing the leadership, resources, structure, and guidance they need to be successful.**

- **Build and maintain effective relationships with critical business and compliance partners: CBP, CTPAT, CBSA, Customs Brokers, external advisors etc.**
- **Evolve and strengthen processes, capabilities, and reporting to ensure full compliance for merchandise imported into the US and Canada.**
- **Ensure the timely and accurate classification of imported products in accordance with the Harmonized Tariff Schedule (HTS), CBP's Informed Compliance Publications, CBSA's D-Memos, Rulings and other compliance guidance in high volumes with mastery and efficiency.**
- **Proactively identify compliance risk and operational inefficiencies. Concisely recommend, influence, and implement process improvements across a diverse group of stakeholders.**
- **Distill information on all aspects of special trade and CSR programs, including Free Trade Agreements and Chapter 98/99 creating presentations and delivering training to internal partners.**
- **Implement and continuously improve the U.S. and Canadian compliance programs to ensure consistency with export/import laws, regulations, and other trade-related requirements to include effective trade-related policies, procedures, processes, and internal controls; education and training; monitoring and auditing, remediation of program gaps, along with periodic and on-going program review.**
- **Establish and support effective program governance and execution, partnering with cross-functional working groups including compliance, legal, finance, NPG, Transportation, and other Nordstrom functions.**
- **Conduct and oversee periodic assessments to ensure compliance with applicable U.S. and Canada trade laws and policies. Drive corrective measures as needed; actively consult with internal parties on procedural and legal guidance, risk prioritization and remediation.**
- **Work across the company to identify, evaluate, and implement opportunities to maximize program efficiencies and benefits for**

**Nordstrom, including potential benefits realized from available tariff preference programs, first sale, duty drawback, HTS expertise etc.**

- **Represent Nordstrom Customs and Trade in both internal and external forums.**

**You own this if you have...**

- **15+ years of Trade & Customs experience in complex, high volume, import/export environments. Current Licensed U.S. Customs Broker (LCB) is required. Retail/apparel/fashion experience is preferred.**
- **Extensive knowledge of off-shore product sourcing, import/export operations, free-trade agreements (FTA), supply chain traceability, international transportation and strong business acumen.**
- **5+ years C-TPAT program experience.**
- **Strong Familiarity with CBSA (Canadian Imports)**
- **10+ years leading and building high-performing teams. Proven team leadership success in large scale operations.**
- **Ability to lead, inspire and motivate team members to best-in-class performance standard.**
- **Excellent oral and written communication skills.**
- **Data-driven curiosity, analytical approach, and demonstrated results driving improvements through metrics. Proficient in Microsoft Office applications. Experience with Tableau / Alteryx / ERP systems.**
- **Naturally collaborative approach, comfortable working across teams and functions to deliver results the right way.**
- **Strong relationship-building and influencing/negotiating skills with both internal and external organizations.**
- **Bachelor's Degree preferred.**

**We've got you covered...**

**Our employees are our most important asset and that's reflected in our benefits. Nordstrom is proud to offer a variety of benefits to support employees and their families, including:**

- **Medical/Vision, Dental, Retirement and Paid Time Away**
- **Life Insurance and Disability**
- **Merchandise Discount and EAP Resources**

**A few more important points...**

**The job posting highlights the most critical responsibilities and requirements of the job. It's not all-inclusive. There may be additional duties, responsibilities and qualifications for this job.**

**Nordstrom will consider qualified applicants with criminal histories in a manner consistent with all legal requirements.**

**Applicants with disabilities who require assistance or accommodation should contact the nearest Nordstrom location, which can be identified at [www.nordstrom.com](http://www.nordstrom.com).**

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