

Customs Ops Lead – APAC, India, Australia

Role Summary/Purpose

GE is an equal opportunity employer, offering a great work environment, challenging career opportunities, professional training and competitive compensation.

The Customs Ops Lead supports all daily Customs operations to ensure full compliance of the region and individual country regulatory requirements for the Wind business within GE Vernova. This role supports the operational execution for the APAC/IN/AU Customs Compliance team and is a critical link to support governance and collaboration between corporate functions, service providers and regulatory agencies for import & export activities and special programs. The position will apply Lean Sigma principles and methodologies to support efficiency, competence, and compliance.

Essential Responsibilities

- Support development and implementation strategy for Customs operations in the region, aligned with the Global Customs Enterprise Standard.
- Primary regional liaison for daily execution of cross-border movements and transactions, including import and export activities.
- Working with approved authorized providers and agents to support accurate day-to-day Customs processes, daily customs clearances and international transaction issue resolution.
- Active Business Process Outsource (BPO) partner engagement to coordinate and procure time-sensitive customs requests, including classification.
- Active engagement of pre and post shipment audit review, inclusive of valuation, classification, country of origin and applicable special program documentation, for cross-border shipments.
- Active oversight of recordkeeping for regional trade flows, including accountability for Customs Brokers and Freight Forwarders to provide timely support documentation for reference and audit.
- Support daily Customs Broker engagement, maintain SOP updates & distributions, monitoring of performance, associated scorecards & KPI's, and assist in coordinating business reviews.
- Support development of training & reference materials for colleagues and stakeholders to maintain a high-level of compliance awareness and cultivate a culture of compliance and expertise within the geography.
- Support active review and revisions of business policies, procedures and manuals associated with daily cross-border activities and special programs, including responsibility of documents delegated.
- Support Global Customs SharePoint site content and posting for region-specific needs.
- Serve as Customs compliance and trade regulations technical resource for the region while supporting assessment and analysis of pending regulatory legislation to evaluate business impact.
- Support in the development, implementation and enforcement of guidelines, solutions and strategy to optimize Customs processes, cost-effective operations and facilitate compliance.
- Assist and lead regional projects focusing on continuous improvement and regulatory alignment.
- Support internal and external audits while assuming oversight when delegated the responsibility.

- Act appropriately and expeditiously in response to any perceived customs and trade compliance infractions. Demonstrate critical thinking and flexibility to manage and solve these issues and ensure risk mitigation efforts.
- Support research and preparation of Customs rulings, post-entry amendments, petitions for relief, Customs requests for information, and related regulatory inquiries.
- Provide expert-level knowledge of HS classification, valuation, free trade agreements, country of origin determination, ADD/CVD scope determinations, Incoterms, etc.
- Support of specialized trade programs including customs trusted trader partnership, Authorised Economic Operator (AEO), bonded warehouses, duty recovery claims, etc.
- Support of import and export permits & licensing and other regulatory agency determinations.
- Initiate and manage region key performance indicators (KPI's) and metrics on duty, quality, savings, risks, and value creation for Compliance dashboards and reporting.
- Evaluate internal controls and present recommended improvement plans.
- Active assessment of internal controls to support key projects for implementing, executing, sustaining and maintaining Customs processes, procedures and corporate policies.
- Support as regional representative for Customs Council.
- Shared oversight of regional Customs and Partner Governing Agency relationships.
- Acts as a resource for colleagues and possible mentoring opportunities.
- Perform other duties as assigned.

Qualifications/Requirements

- Bachelor's degree from an accredited university or college.
- Minimum of 5+ years of successful experience supporting Customs activities within APAC/IN/AU region.
- In-depth knowledge of APAC/IN/AU Customs Compliance regulations and government platforms.
- Wing to wing expertise across Customs processes.
- High proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint, Visio).

Desired Characteristics

- Supporting work in accordance to Vernova Way behaviors, including innovation, customers, lean, One Team and accountable.
- Highly motivated compliance professional with strong project management & leadership skills.
- Ability to thrive and adapt in a dynamic and fast-changing environment.
- Fluency in English both verbal and written.
- Excellent verbal and written communication skills.
- Functions with high autonomy while guided by established policies and functional leadership.
- Demonstrated ability to analyze and resolve problems while using knowledge, experience and instinct to make accurate and timely decisions.
- Ability to work within a cross-functional and cross-cultural team located across global time zones.
- Demonstrated ability to support engagement at all levels of internal and external organizations.
- Experience in working with global teams and demonstrates a global mindset.