

Position Summary

This full-time position will be working Monday to Friday reporting to the Sr. Director, Global Consulting. This position is responsible for managing, overseeing, and the general administration, and performance of the Drawback function.

This includes, but is not limited to writing, reporting, auditing, billing, preparing, analyzing and communicating with customers to ensure the drawback and reconciliation procedures are completed timely and compliantly. As part of the Trade Compliance Team, the Manager may also be tasked with assisting with Post Summary Corrections, Protests, CBP28/29's, 520D claims, Liquidated Damages Cases, HTSUS classification requests and special projects as time permits. The qualified candidate must have experience in either Reconciliation Processing and Regulation, or Duty Drawback Processing.

Key Responsibilities (Supervisory/Materials/Information)

- Responsible to be well versed in the complete drawback and/or reconciliation vetting, analysis, entry filing, and the regulatory and compliance processes and procedures associated with these specialized services.
 - Generate periodic reports for customer communication to secure the required information to file drawback and reconciliation entries in accordance with customer and regulatory timelines.
 - Ensure all underlying flagged entry summaries have their reconciliation entry filed on a timely basis.
 - Responsible to run ACE reports as an audit measure to ensure all flagged entries are captured within the Customs Management selection process.
 - Responsible for transmitting the entries via ABI through ACE to CBP. This includes troubleshooting rejects and fixing errors until the entry is accepted error free.
 - Document processes and procedures and any changes that arise as a result of CBP regulatory changes.
 - Ability to communicate with customers verbally and in writing.
 - Perform research as necessary to assist customers in answering inquiries about drawback and reconciliation.
 - Prepare and file drawback applications and complete the review and analysis of drawback full desk reviews.
 - Manage and report on performance KPIs for the Drawback function
 - Reconcile duty payment discrepancies, and monitor outstanding funds awaiting refunds
 - Maintain a regular entry based audit cycle to ensure quality and consistency.
 - Implement and educate internal and external customers on new policies, regulations and procedures.
- Perform a variety of HR related functions for staff including evaluating performance, monitoring development plans, continuous training, preparing salary increase requests, scheduling vacations, recording absenteeism, etc.
 - Attend meetings, create reports and perform other management functions as necessary.

Education and Experience

- Must have a valid U.S. Customs Brokerage License.
- U.S. Certified Customs Specialist (CCS) designation preferred.
- Must have 7-10 years general brokerage experience/knowledge.
- Must have at least 3 years supervisory / management experience in a customs brokerage setting.
- Minimum High school graduate, College diploma preferred.
- Extensive knowledge of The Harmonized Tariff Schedule of the United States (HTSUS), corresponding government acts, customs memorandums and regulations.
- Expert knowledge of Title 19 of the Code of Federal Regulations (CFR) regarding customs duties, and relevant Customs compliance matters.

Competencies, Working Skills & Attributes

- Excellent written and verbal communication skills
- Computer skills required include Brokerage Operating System, Microsoft Word, Excel, Teams
- Ability to update and maintain large databases
- Able to work well under time sensitive situations
- Possess excellent organizational skills with the ability to multi-task and prioritize.
- Must have excellent problem solving, judgement and analytical skills maintaining attention to detail.
- Must have excellent interpersonal skills and be diplomatic when situations require.
- Excellent written and verbal communication skills.

Working Conditions, Mental Effort & Physical Requirements

- Traveling to visit clients or other CBP related meetings (usually by automobile). Must possess valid/unrestricted driver's license, valid passport, enhanced Driver's license, or Nexus Card for international travel
- Position requires minimal physical exertion that includes computer processing, copiers, telephone, calculator, etc.
- Considerable time spent at computer terminal focusing on a monitor could result in eye or back strain
- Company issued criminal background check required