

# Team Lead- Reconciliation



## Position Information

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<b>Position Title</b>	Team Lead- Reconciliation
<b>Full-Time/Part-Time</b>	Full-time
<b>Exempt/Non-Exempt</b>	Exempt
<b>Band/Level</b>	
<b>Position Summary</b>	This is a Team Lead position within the Reconciliation department and would interact with clients and CBP on a regular basis as well as act as a resource for internal offices and colleagues, under the guidance of the Compliance Supervisor. This will require the ability to handle sensitive matters in a timely and professional manner.

<b>Job Responsibilities</b>	<p>Performs a wide variety of duties including but not limited to:</p> <ul style="list-style-type: none"><li>• Preparing and filing of reconciliation entries. Assisting Reconciliation Specialists to complete the work of the department, as needed.</li><li>• Providing guidance and written and oral instructions to Reconciliation Specialists</li><li>• Assigning duties and projects to Reconciliation Specialists</li><li>• Auditing Reconciliation work for accuracy and conformance to the Company's policies and procedures.</li><li>• Filing Protests/Tenders on reconciliation entries.</li><li>• Focusing on process improvement to make the reconciliation process more efficient.</li><li>• Working closely with other departments including sales to identify and pursue new reconciliation projects.</li><li>• Maintaining and developing client relationships.</li></ul> <p>Drafts communications and responds to correspondence from U.S. Customs.</p> <p>Ensures compliance with Deringer specific policies and procedures, based on department's specific tasks.</p> <p>Reviews Federal Register, CSMS Messages, and ITT to stay up to date on regulatory changes.</p> <p>Conducts basic legal and regulatory research and presents findings in a professional manner.</p> <p>Runs ACE reports and reports from internal systems and organizes and presents data.</p>
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	<p>Performs calculations, reconciliations, analyzes reports, researches, and tracks and troubleshoots.</p> <p>Assembles relevant data; compiles statistics and information as directed.</p> <p>Assist in pursuing new sales' leads; discusses and sells the Company's services to current clients and promptly forwards potential leads to designated person.</p> <p>Stays up-to-date on regulations, laws, guidelines and Deringer requirements. Acts as a resource to internal and external clients.</p> <p>Acts as liaison with other departments and outside agencies.</p> <p>Facilitates projects of various scope and size.</p> <p>Writes or provides presentation on a wide variety of topics.</p> <p>May require occasional travel (less than 10% of time).</p> <p>Performs other tasks as assigned by management.</p>
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## Requirements

<b>Education and Experience</b>	Licensed Customs Broker. Customer service skill set preferred. Bachelor's degree or equivalent experience. Minimum 3 yrs experience in industry. Previous reconciliation/compliance background and language skills are a plus.
<b>Knowledge, Skills and Abilities</b>	Advanced skill in Microsoft Office products, especially in Excel (Word, Access). Ability to analyze and summarize data. Strong communication and problem-solving skills.
<b>Competencies</b>	<p><b>All Deringer employees should be fully committed to the Core Values:</b></p> <p>Passion, Respect, Integrity, Expertise, Innovative Solutions, Relationships, Support, Determination, Value and a High Level of Accountability</p> <p><b>In addition, the following competencies are specific to this position:</b></p> <p><b>Analytical</b> – Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality; gathers and analyzes information skillfully; demonstrates ability to multi-task and establish priorities.</p> <p><b>Customer Oriented</b> – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; demonstrates ability to speak clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions.</p> <p><b>Interpersonal Skills</b> – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things; takes responsibility for own actions; contributes to building a positive team spirit; supports everyone's efforts to succeed.</p>

	<p><b>Motivation</b> – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.</p> <p><b>Problem Solving</b> – Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.</p> <p><b>Work Standards</b> – Sets high standards and well-defined realistic goals for one’s self; displays a high level of effort and commitment towards completing tasks in a timely manner; demonstrates ability to work independently; meets deadlines and handles large volumes of work.</p>
<b>Working Conditions and Physical Demands</b>	<p><b>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</b></p> <p>Predominately sedentary light office position with high frequency of keyboarding/computer work required (67% - 100% of the workday).</p> <p>The employee is required to regularly use hands and fingers; talk and hear.</p> <p>The employee is occasionally required to walk.</p> <p>Specific vision abilities required by this job include close vision and the ability to focus.</p> <p>The employee usually works in a quiet environment.</p>
<b>Disclaimer</b>	<p>The above job description is intended to describe the general nature and level of the work being performed by people assigned to this role and is not an exhaustive list of all duties and responsibilities. Deringer reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.</p>