

**Job Title:** Manager – Duty Drawback

**Company:** TLR – Total Logistics Resource, Portland, OR

**Location:** Fully Remote

**Employment Type:** Full-time, Exempt

**Reports To:** Director – Duty Drawback

**Application Deadline:** **Tuesday, September 2, 2025**

To be considered, interested applicants must reside in the following states:  
*California, Idaho, Illinois, Kentucky, Minnesota, Missouri,  
New Jersey, Oregon, South Carolina, Tennessee, Texas, or Washington State*

**Job Summary:**

The **Manager – Duty Drawback** will assist in managing all activities related to TLR's duty drawback program, including account setup, data review, claim submission, customer service, and other procedures. Strong leadership, communication, and presentation skills are essential. The Manager – Duty Drawback is an exempt role reporting to the Director – Duty Drawback.

**This position is responsible for, but not limited to, the following:**

- Help develop and maintain TLR's duty drawback program in accordance with guidelines of the U.S. Customs and Border Protection {CBP} and other government agencies.
- Support the Director of Duty Drawback in the creation and implementation of procedures.
- Function as a liaison between customer and CBP when needed.
- Support duty drawback sales opportunities.
- Data integrity: verify all data, detail-oriented audits, highly analytical, filing accurate and timely claims.
- Serve as an escalation for duty drawback issues among customers, function as a resource for team members.
- File duty drawback claims to Customs on behalf of clients.
- Assist in responses to audits and reviews as requested by U.S. Customs.
- Communicate with software vendors as needed.
- Help manage process workflow, documentation and communicate change management to stakeholders.
- Create and maintain standard operating procedures
- Independently research, analyze and interpret complex procedures or regulations and write technically relevant correspondence and procedural documents that will have internal and/or external audience.
- Implement service level agreements and manage client deliverables.
- Occasional travel may be required.
- Other duties as assigned.

**Desired Skills and Experience:**

- Bachelor's degree in business, supply chain management or related field; a combination of education and work experience may be considered in lieu of a degree
- Minimum 7 years' customs brokerage experience
- Minimum 5 years' experience in managing drawback programs
- Licensed Customs Broker is preferred.
- Working knowledge of government regulations {specifically 19 CFR}
- Experience working with ACE, CargoWise, Drawback software, and other supply chain systems.
- Experience filing duty drawback under TFTEA requirements
- Knowledge of CBP drawback rules and regulations.

- Experience in developing procedures and providing education/workshops to others
- Management and Leadership Skills: communication, negotiation, team leadership, performance management, team building, and networking
- Technical Skills: Supply Chain and Material Management, Metrics & Trend Analyzes, IT systems & tools {ERP systems, Microsoft Project, Excel, PowerPoint, etc.}, Microsoft Office expert user with a verifiable high proficiency in excel, Financial Analysis, Operations Effectiveness, Business Drivers such as Quality, Cost and Service

**Key Competencies:**

- Accountability / responsibility
- Communication
- Critical thinking and problem-solving
- Industry knowledge
- Innovative
- Leadership
- Relationship building
- Results focused
- Sales knowledge
- Teamwork and collaboration

**For the full job description and to apply, go to: [Open Positions – TLR](#)**

Interested candidates can also submit their resume outlining their qualifications and experience to:  
[hr@shiptlr.com](mailto:hr@shiptlr.com) with subject line “Manager – Duty Drawback: [Your Name].”