



Department: Import

Job Title: Import Entry Specialist

Location: Portland, Oregon

Employment Status: Regular

Reports To: Import Operations Manager

Classification: Non-Exempt

Normal Work Hours: 8 AM to 5 PM or 7:30 AM to 4:30 PM

Import Entry Specialist

General Job Description:

Provide custom clearance services to customers and facilitate the shipment of goods into the United States in accordance with all laws and regulations. Whether goods arrive by sea, air or land; as an entry writer you will prepare customs entries, assist in responding to Custom Brokerage requests, interact daily with existing and potential customers, agents, shippers, government agencies as well as internal staff members. Full time position preferred, but part time with flexible hours would be considered.

Duties and Responsibilities:

- Provide impeccable customer service, communicating with customers by email and telephone.
- Receive documents from the customer, shipper or agent. Review for completeness, accuracy and all required information is available.
- Classification of goods as per the HTSUS and Customs Ruling
- Process all entries through the company's ABI/ACE system in a compliant manner, obtaining Customs release and other government agency releases as appropriate.
- Process Import Security Filings
- Communicate with Customs, FDA and other government agencies as necessary.
- Assemble entry packets for submission to Customs and other government agencies as requested.
- Coordinate exams/holds with CBP/FDA and provide all necessary information required
- Pre-advice, tracking, tracing, arrival notice management



- Create Delivery Orders and/or arrange delivery upon arrival and provide proof of delivery details.
- Generate customer billing, process payables and assist with A/R of assigned accounts
- Create new profiles and maintain existing customer database including SOP, Bond, POA maintenance, rates, services sold, delivery information, special instructions for classification/OGA and any other requirements pertaining to the individual customer.
- Answer all calls to department promptly and in a friendly manner. Assist customers and other third parties with questions, complaints, requests, tracking and tracing.
- Audit commercial documentation to ensure accuracy of duty assessments, country of origin reporting and correct value declaration
- Provide compliance guidance to overseas agents, shippers and consignees
- Adhere to all domestic and international shipping regulations
- Stay abreast of changes in import laws or regulations by reading current literature, attending meetings or conferences and conferring with colleagues.
- Work closely with other departments to deliver high level of service to customers.
- Assist and provide backup for other members of the brokerage team
- Other tasks and duties as assigned

Skills and Experience:

- Entry writing experience required with minimum 2 years experience
- Comfortable in a small team environment
- Ability to work with demanding deadlines, fast paced.
- Excellent communication and customer service skills, both verbal and written. Ability to work effectively over the phone, email and in person.
- Ability to work independently and as part of a team
- Must be detailed oriented, thorough, accurate and able to efficiently solve problems.
- Good planning and organization skills; ability to establish priorities, multitask and be a self-starter.
- Basic to strong knowledge of INCOTERMS, Harmonized Tariff Schedule, Customs Regulations and other government agency requirements inclusive of FDA, USDA and NHTSA.
- Proficient in Windows, Microsoft Office Suite (Excel, Word, Outlook) and Internet.
- Experience working with CHB software 'QuestaWeb' a plus.
- Ability to work with a team yet make independent decisions and meet deadlines without constant supervision
- CBP license a plus

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