

JOB DESCRIPTION

Position:	USA Import Analyst
Department:	USA Operations
Reports to:	Branch Manager
Approved By:	Human Resources
Date:	June 2022

Company Core Values

LEARN, GROW AND ADAPT

- Making time to reflect, cross-train and provide growth opportunities on the job
- Encouraging each other to take initiative and seek out answers
- Being willing to try new things to deliver improved results;

CELEBRATE & APPRECIATE

- Taking the opportunity each day to appreciate our colleagues,
- Celebrating team successes
- Working hard but still seeking moments for fun and lightness

TALK IT OUT

- Choosing in-person conversations instead of electronic communication
- Assuming good intentions
- Having the courage to have honest, respectful dialogue to work through challenges and issues

OWN IT

- Asking questions and having 2-way dialogue to make sure we're all clear
- Honoring our deadlines and goals; and asking for help when needed
- Clarifying expectations to leave little room for assumptions

ONE TEAM

- Doing our best to set each other up for success
- Making time to share information across offices and respecting their deadlines
- Having each other's back which creates trust and allows for flexibility

Nature & Scope of Position

The **Import Analyst** will ensure that international imports are cleared promptly and efficiently through US Customs through the coordination of import and export shipping activities necessary to release freight.

Principal Accountabilities and or Duties

- Clear customs shipments electronically utilizing a computer, data entry.
- Act as a liaison for between drivers and clients via phone and email.
- Perform clerical duties such as filing, preparing mail and data entry.
- All other duties as assigned

Knowledge and Educational Requirements

- High School Diploma required
- Minimum 3-5 years releasing goods in a customs brokerage environment
- Customer Service experience in an office environment
- Exposure to the Transportation industry an asset
- CCS designation is an asset

- Proficiency in MS Office, database and data entry skills is required
- Strong communication skills – verbal and written is required
- Problem solving, accuracy, attention to detail is required.

Decision Making Responsibilities

Generally standardized procedures involving wide variety of routine tasks or limited variety of semi-routine tasks

- Some judgment involved in the making of minor decisions affecting the accuracy and quality of work.
- Analysis of standardized data to generate information for use by others.
- Problems can occur often and employee makes decisions within limits defined by standard or accepted practice.

Management Responsibilities

N/A

Contacts – Internal and External

Frequent contacts with others within the organization to discuss or present information of a routine and non-controversial nature. There may be outside contacts, but these are limited to exchanging factual data.

Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

	Minimal	Moderate	Considerable
Physical Effort	X		
Physical Environment	X		
Sensory Attention - Vision		X	
Mental Stress	X		