



## **Import Customer Service Representative**

*Reports to: International Operations Officer*

*Nexterus is a supply chain engineering and technology firm that helps small and medium companies compete through the power of supply chain.*

*We are currently seeking an experienced and highly motivated Import Customer Service Representative.*

*If you are a reliable, energetic, team player with a strong work ethic, excellent written/verbal communication skills, the ability to work in a fast paced environment, and the willingness to get the job done, we would like to hear from you!*

### **Primary functions:**

- *Coordinate, track, verify, and report status of international transportation.*
- *Communicate with all necessary parties accurately and in a timely manner, following through to final delivery.*
- *Compilation of all necessary documentation to complete Customs Entry.*
- *Follow through to Customs release and be in compliance with all OGA's that would pertain to the specific commodity.*

### **Related activities:**

- *Prioritize, schedule, and route shipments from their foreign destination to final destination throughout the United States.*
- *Gather, review, and verify international transportation related documentation.*
- *Prepare quotations and coordinate documentation between customers, vendors, forwarders, and brokers.*
- *Ensure a high level of customer satisfaction and operational proficiency to meet growth and profitability goals.*

### **Requirements:**

- *3 – 5 years of recent, demonstrated, and verifiable experience handling international transportation via air, ocean, and ground.*
- *Knowledge of international quotation and complete understanding of Customs clearance process and other OGA's.*
- *Knowledge of world geography and global air and ocean ports.*
- *Understanding of INCO terms.*
- *Ability to handle multiple tasks while maintaining positive attitude, organization of work, and superior customer service.*
- *Proficiency in mathematics used in international commerce and trade.*
- *Advanced computer literacy, with proficiency in Word, Excel, and Outlook.*

*Excellent compensation includes base, commission program, company bonus, profit-sharing program, medical/dental, 401k.*

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