(Brokerage) Senior Customer Service Representative

Category: Customs Brokerage & Freight Forwarding

FedEx Trade Networks provides comprehensive ocean and air international freight forwarding, customs brokerage, global order logistics, distribution and surface transportation, and advanced e-commerce and trade facilitation solutions.

FedEx Trade Networks is seeking to fill a (Brokerage) Senior Customer Service Representative position in the Auburn, WA office. This position is responsible for providing Customs House Brokerage duties, high level customer service, and problem resolution in order to ensure timely release and movement of cargo. 3 years of work/field experience with a Customs House Brokerage License and/or Customs Certified Specialist Certificate including experience with Other Government Agencies, Government Licensing and ITAR requirements is preferred.

Essential duties/responsibilities include, but not limited to:

- Provide and ensure a high level of customer service by developing and maintaining a strong relationship with customers' front line personnel in the various operating divisions and subsidiaries.
- Prepare, analyze, and/or submit documentation to the appropriate parties (U.S. Customs and Border Protection (CBP), agents, clients) in order to ensure they are in accordance with all applicable laws and regulations relating to CBP and Transportation.
- Anticipate, identify, and resolve problems which could delay the timely release or movement of freight.
- Maintain relationships with correspondent brokers, Transport & Brokerage, and other service providers to ensure that agents exceed the customers' service requirements.
- Resolve banking and letter of credit problems. Advise customers on payment terms.
- Resolve billing issues and ensure that invoicing and vendor payments are billed accurately.
- Complete accurate data input or corrections into computer files.
- Obtain payment on delinquent accounts and/or complete accounting adjustment forms for review
- For Transportation Customer Service Representatives: develop rates and/or provide quotes for the movement of freight. Research and negotiate carrier rates.
- Resolve billing issues, coordinate post entry activity on customer's behalf.
- The incumbent(s) of this position is expected to perform all other related duties as assigned.
- Customs House Broker (CHB): Incumbent may be required to be available for off-site and overtime cargo clearing on an as-needed basis.
- Ocean Transportation: When requested, will accompany managers/supervisors on customer calls.

Knowledge, skills, and abilities required:

- High School diploma/GED.
- Proficient computer skills.
- Strong customer service, organizational and communication (written/oral) skills.
- Strong knowledge of CBP regulations and other federal regulations and requirements with respect to CHB:
- Proficient in Harmonized Tariff Schedule classification and familiar with the Harmonized Tariff System**,** OGA, Government Licenses, ITAR
- License or Certification preferred – CHB Individual Customs Broker's License, Certified Customs Specialist
- Three (3) years of work/field experience preferred.

FedEx Trade Networks Transport & Brokerage offers a challenging work environment with a comprehensive compensation and benefits package.

Submit resume at: www.fedex.com/careers/us
Job Identifier: **036468_07092012_GL**
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