



Import Account Coordinator – Philadelphia, PA 19106

We Deliver. Problem Solved.™

An Import Account Coordinator is responsible for handling multiple accounts from start cradle-to-grave, including total account maintenance such as: documentation, entry auditing and transmission, domestic, billing, research and of course, the ultimate in customer service. We seek a communicative, proactive, anticipatory critical thinker who has forwarding and brokerage experience.

Account coordination includes total visibility from origin to destination, classifying import entries, performing ABI entries with our cutting-edge software, handling customer service with the highest of expectations, tracking cargo, coordinating freight logistics, developing customer relationships, and maintaining our reputation as the leader in customs brokerage solutions. You will also be exposed to, and in some cases handle, the international forwarding.

Duties include providing excellent customer service in an engaging environment, learning and improving knowledge of U.S. Customs regulations, vendor relations, internal communication, and monitoring industry developments in areas such as trucking, port operations, customers, and competitors. Duties include:

- Responding to daily customer reports and requests
- Maintaining a current knowledge of industry developments
- Troubleshooting; department / team assistance
- Balance of Customs compliance and freight forwarding

Skills: Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem solve. Very strong computer/tech skills (strong Excel, Office, proprietary databases). Critical thinker. Must be resourceful, flexible, organized, detail-oriented, and team-oriented. Ability to effectively communicate with a variety of contacts, vendors, and departments required.

Graduating students encouraged to apply. Previous logistics experience a plus. A minimum of 1-3 years experience in the Import Customs Brokerage & Freight Forwarding is preferred for experienced applicants.

FLSA status: Nonexempt / EOE / Starting salary: Depends on experience. Please send all resumes via email to: Rich Lucas, Recruiting Manager rich@shapiro.com

Samuel Shapiro & Co., Inc. is a global logistics company with 94 years in business and an international network of partners. Areas of service include Import/Export Compliance and Domestic & International Transportation. We provide solutions with the highest levels of customer service to a variety of clients. As an NVOCC & Freight Forwarder, we move your freight across the globe. As a Customs Broker, we clear US Customs with the highest levels of compliance. Afterwards, we can deliver the goods and then audit your entire supply chain process. We Deliver. Problem Solved.™

College degree or equivalent preferred.