

<b>DEPARTMENT:</b>	Brokerage
<b>LOCATION:</b>	51 A Railway Road, Cunupia, Trinidad and Tobago
<b>JOB TYPE:</b>	Office Based
<b>JOB TITLE:</b>	<b>Customs Brokerage Assessor</b>
<b>DIRECTLY REPORTS TO:</b>	Team Lead – Customer Operations Representative (CORS)
<b>DEPARTMENT LEAD:</b>	Supervisor – Customs Brokerage
<b>OVERSEEING ELT MEMBER</b>	Vice President – Operations

**JOB PURPOSE:**

**KEY DUTIES AND RESPONSIBILITIES:**

<b>NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.</b>	<b>Approx. % of time annually</b>
1. Assess both Import and Export Entries on the Customs Asycuda system while ensuring urgent entries are processing with priority.	70%
2. Identify errors/corrections to be made on shipping documents and ensure communication is sent back to Documentation Team after entry is entered on Turbo Broker.	15%
3. Assist with letters to be submitted to Customs for amendments and cancellations.	5%
4. Assist Customer Operations Representatives (CORS) with shipments that are queried by Food, Drug, Trade and Customs.	5%
5. Any other duties that may be required.	5%
<i>Total:</i>	<b>100%</b>

Key Performance Indicators [Import & Export]

- a. **Red KPI** – Shipment >4 hours
- b. **Yellow KPI** – Shipment >2 hours but <4 hours
- c. **Green KPI** – Shipment < 2 hours

Key Performance Indicators [Extractions]

- d. **Red KPI** – Shipment >8 hours
- e. **Yellow KPI** – Shipment < 5 hours
- f. **Green KPI** – Shipment < 1 hour

**QUALIFICATIONS AND EXPERIENCE:**

- Experience with ACE, Turbo Broker and Asycuda
- Must be a holder of a valid Grade 2 Customs License
- Knowledge of the shipping and brokerage industries will be considered an asset.

<b>LAST REVISED</b>	September 30 <sup>th</sup> 2021
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**HSSEQ RESPONSIBILITIES:**

- Maintain standards of safety and comply with Company’s Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

**KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:**

- **Enjoyable to work with** - especially with direct team members.
- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** – can work on multiple tasks, meet KPIs, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Technical Analysis of requests** - quickly process and understand requests, identify where external assistance is needed, document concisely and clearly what is required, plan how to respond.
- **Problem solving** - suggest recommended actions rather than just ask for help, come up with innovative ideas, pre-emptively identify issues with existing procedures and implement solutions.
- **Quality Assurance** – Quickly picks up technical errors, typos, issues with sentence construction, gaps in logic, incorrect or missing pricing, whilst reviewing requests, quotes and technical proposals
- **Teamwork and Emotional Intelligence** - work well with others in the department, work well with other departments, build mutual trust and respect, develop strong professional relationships with others in the company, display emotional intelligence when dealing with others.
- **MS Office** - Intermediate to Advance in the use of MS Word, Excel, PowerPoint, Teams.

**WORKING CONDITIONS**

- Physical demand - Primarily Office / Work from home.
- May attend virtual or in-person conferences, workshops, meetings, etc.
- Will be required to be on site visits from time to time (shore base, ports, vessels, etc).
- Foreign travel is possible.