

ICAT Logistics, Inc.

Job Description

Job Title: Program Specialist, ICAT CRAF Team

Department: CRAF **Reports to:** Deputy Program Manager

General Purpose of job:

To provide the highest-level customer experience through the processing of import and air export shipments in support of CRAF Team.

Essential Duties and Responsibilities:

- Prioritize, schedule, and route shipments for import and air export transportation.
- Complete day-to-day coordination, execution and tracking of import and air export shipments.
 - Ensure all NRA information is entered into each shipment.
 - Prepare ISF Filings
 - Complete EEI Filings as required with 100% accuracy.
 - Schedule and arrange pickups.
 - Book space with air carriers.
 - Coordinate documentation between customers, vendors, forwarders, and brokers.
 - Obtain arrival notices from steamship / co-loaders.
 - Prepare quotations for and liaise with overseas offices and partners.
 - Track and trace freight, as well as provide estimated times of arrival and verify piece counts.
 - Gather proof of deliveries and enter them into the operating system.
 - Request and enter vendor costs into each shipment, prepare to invoice within time frame of ICAT policy.
 - Keep the information in the TMS (operating platform) updated and accurate.
 - Including tracking notes, service issues and vendor issues
 - Prepare documents for cancellation requests or other refunds on payment platforms, such as for pay cargo, cargo sprint etc.
 - Request and enter vendor costs into each shipment, prepare to invoice within time frame of ICAT policy.
 - Keep the information in the TMS (operating platform) updated and accurate.
 - Including tracking notes, service issues and vendor issues
- Maintain pace with the DoD GFM and Spot Bidding market by providing the most cost efficient, profitable, and competitive rates to gain awards.
- Make business decisions regarding choice of vendor, invoice amount and profit margin.
- Provide innovative solutions to customer service issues/barriers.
- Create and assist to implement standard operating procedures and make suggestions for increased efficiencies.
- Develop and assist to implement creative solutions to enable cost savings and improve margins.
- Collaborate with management and the team to establish plans for meeting short- & long-term goals.
- Build and maintain strong relationships with customers, vendor, and team members.
 - Join sales calls with key accounts to cultivate relationships.
 - Work with vendors to negotiate rates and/or handle discrepancies, service issues.
 - Subject Matter Expert for import and air export operations questions from various departments.

- Work with management to actively participate in team meetings, provide ideas for team continued growth and development.
- Support the ICAT CX initiative by providing a high level of customer satisfaction and operational proficiency to meet growth and profitability goals as well as providing customers with WOW experiences.
- Be a leader through actions, communication, and mentoring.
- Perform other emergent duties and projects requested in support of ICAT's fast paced environment.

Minimum Job Requirements:

- College degree in Transportation, Logistics or Supply Chain Management preferred.
- 1+ year international import and air export experience in the freight forwarding industry including understanding of US Customs, TSA and CTPAT regulations. Dangerous goods certification preferred, but not required.
- Experience in multimodal international logistics (Air/Ocean freight)
 - Knowledge of: FMC, IMCO, ITAR, TSA, C-TPAT, HAZMAT, US Customs Border Protection (CBP)
 - Functional knowledge of international regulations and compliance procedures in air/ocean freight
 - Minimum of 1 year in CHB entry-writing experience
 - Complete understanding of the Harmonized Tariff System
 - Complete understanding of customs power of attorney
- Natural ability to multi-task in a fast-paced work setting, strong attention to detail
- Proven track record of building relationships and gaining credibility with customers and vendors.
- Ability to communicate (written and verbal) effectively in a diverse, multicultural environment.
- Excels in meeting deadlines and demonstrates superior time management skills.
- Highly motivated team player with an outgoing and positive work attitude
- Extremely well organized and detail-oriented; able to handle multiple tasks simultaneously.
- Advanced skills with Microsoft Office products and daily PC use
- Experience negotiating rates with trucking companies, carriers, and overseas partners, etc.
- Knowledge of international and domestic geography, including countries & major cities
- Proven analytical, problem-solving skills in a logistics environment.
- Able to deal with a fast-paced entrepreneurial environment.
- Ability to relate to and successfully interact across a variety of settings and work well with a broad and diverse workforce throughout the organization.
- Adopt ICAT's core values and seamlessly integrate into ICAT's culture.

Personal Characteristics:

- Strong work ethic with a persistence in pursuit of objectives
- Understanding and responsive to situations that require a sense of urgency.
- Consistent in follow-up and follow-through
- Credible with a high level of personal integrity
- Loyal and dedicated to the success of colleagues and team members.
- Optimistic toward all activities, able to transmit this optimism to others.
- Adaptive to ICAT's core values and able to seamlessly assimilate into ICAT's culture.

Supervisory Responsibilities: N/A