

Position Guidelines



Job Title: Customs Compliance Specialist	Level:	Position #:	
Supervisor's Title: Manager, Customs Compliance	Department: Supply Chain / Logistics	Location: Union, NJ	

Basic Purpose: In one or two sentences, provide a brief statement of the overall purpose or function of this position. Try to answer the questions, "Why does this position exist?" Begin with the phrase, "This position is responsible for..."

This position is responsible for providing technical, analytical and procedural input and guidance regarding Bed Bath & Beyond's Customs compliance activities, especially as it relates to its emerging markets like Mexico. This person will handle all day to day Customs-related and operational/distribution-related activities involving retail store and vendor return shipments.

Principle Accountabilities: Describe this position into accountabilities. List in order of importance. For each principal accountability, describe **What** is done (the action), **How** it is done (method or means), **Why** it is done (The end result expected), and **percent** of time spent on each accountability.

Customs Compliance and Logistics Operations (75% of time)

- Be primary point of contact for 3rd party warehouse/brokers, handling most of the related day to day international operational issues/concerns
- Research and develop action plans to address/resolve any direct import-related issues/concerns pertaining to government agencies (i.e. Customs, Mexican NOMs and permit requirements, antidumping, etc.)
- Provide product classification information (as needed) to Buying Office to ensure any issues/concerns are addressed/resolved in a timely manner
- Proactively stay abreast of industry and trade related developments, and inform relevant internal personnel (as needed) to ensure no fines and/or penalties are levied
- Lead/support customs compliance-related projects, as needed (i.e. creation/implementation of emerging market Customs Compliance Manuals and Standard Operating Procedures (SOP's), duty drawback, NAFTA vendor solicitation and refunds, etc.)
- Understand the Logistics aspects of getting goods into other countries, and the impact on lead time related inspections, correct classifications and documentation necessary to move goods as effectively as possible.

Relationships (25% of time)

- Assist and instruct Buying Office regarding Customs compliance questions/issues (i.e. product classification both HTS and Schedule B, vendor payment, etc.)
- Assist and instruct Supply Chain and Store Operations regarding Customs compliance questions/issues (i.e. entry document amendments, quantity discrepancies, etc.)
- Meet with Product Development group to better understand future product introductions, components, sourcing decisions, etc. to proactively address/resolve issues/concerns

Dimensions/Scope: Provide important data, specifically applicable to this position, that will best describe or measure its size, influence, or effect on the business (items/areas which are managed, safeguarded, controlled, influenced, or impacted in a measurable way).

- Provide technical guidance regarding Bed Bath and Beyond's Customs compliance activities
- Review current Customs/import-related processes/systems, and recommend improvements to enhance organizational compliance and performance
- Create/present relevant Key Performance Indicators (KPI's) related to international service provider performance (i.e. brokers, warehousemen, carriers, etc.)
- Review and audit broker and transportation invoices to ensure billing accuracy

Internal and External Relationships: Briefly describe the nature, frequency and purpose of this position's contacts with associates inside and outside of Bed Bath & Beyond

- Must be able to develop and build effective relationships with key internal (i.e. Supply Chain, Finance, Buying Office, IT, etc.), and external (i.e. brokers, warehousemen, carriers, etc.) stakeholders
- Act as technical liaison between Supply Chain and Store Operations regarding all Customs compliance-related activities (i.e. new government rules and regulations, product classification, etc.) to ensure any issues/concerns are identified and resolved in a timely manner
- Provide back up support to other department members as needed

Challenges: Briefly describe this position's greatest challenges, problems, or those opportunities to which decision making and/or creative skills must be applied.

- Position involves both Customs compliance and international logistics responsibilities. A person that knows and "likes" both is a plus.
- Must be flexible and able to multi-task on completing priorities
- Must possess a sense of urgency towards work completion, and be able to work effectively under tight time constraints
- Must be able to interact well with others, including Store Operations, Buyers, 3rd Party Warehousemen/Brokers and Bed Bath & Beyond's Supply Chain group
- Organization is going through significant growth, and is therefore looking at those that can handle aspects of the business that are dynamic in nature.

Knowledge and Experience: Indicate any specialized or technical knowledge that is required to accomplish the accountabilities of this position. Qualify these prerequisites as either "essential" or "desired" (include education, nature and/or number of year's experience, etc.).

- Must be fluent in both English and Spanish
- Requires knowledge of Mexican and US Customs laws and regulations
- 2 - 4 years import and/or brokerage-related experience in a fast paced international transportation environment - essential
- BS/BA Degree in Supply Chain, Logistics, Operations Management, International Trade - desired
- Effective interpersonal communication skills required (oral and written) with ability to interact with key internal (i.e. Supply Chain, Finance, Store Operation, IT, etc.) and external (i.e. brokers, warehousemen, carriers, etc.) stakeholders
- Solid PC skills required, with an emphasis on Microsoft Office products (i.e. Excel, Word, Powerpoint, Access, etc.)
- AS400 experience in pulling data off the AS400 to create reports and queries is also desirable.
- Must be detail oriented