

## Position Guidelines



<b>Job Title:</b> Manager. Customs Compliance	<b>Level:</b>	<b>Position #:</b>
<b>Supervisor's Title:</b> Director, International Supply Chain	<b>Department:</b> Supply Chain	

**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 leadership regarding Bed Bath & Beyond's Customs compliance activities. This person will handle day to day operational issues, and lead all Customs/import-related projects ensuring the necessary elements of Customs Compliance are in place when importing or exporting goods to our stores/customers.

**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.

**Operations (50% of time)**

- Maintain Customs compliance of import operations by staying abreast of applicable US, Canadian and Mexican government regulations and rulings to ensure no fines and/or penalties are levied
- Define and review current systems (i.e. JDA, eFocus, etc.) to ensure Customs compliance related to accurate duty calculations; at entry, receipt and vendor payment
- Validate/approve duties as statement (ACH)
- Work with vendors to ensure proper documentation is being furnished to US, Canadian and Mexican Customs so that timely/accurate entry can occur on every imported shipment. Provide feedback to Vendor Compliance Group on issues that are recurring and strategic to the success of this program.

**Projects (40% of time)**

- Create/publish Customs Compliance Manuals and Standard Operating Procedures (SOP's) for Canada and Mexico, and update (as needed) the US Customs Compliance Manual and SOP
- Help prepare organization for C-TPAT certification, and lead application readiness project
- Investigate possibilities for duty reduction/recovery including the analysis and implementation of duty drawback and Foreign Trade Zone (FTZ) programs
- Lead any internal/external Focused Assessments

**Relationships (10% of time)**

- Assist and instruct Supply Chain and Buying Office personnel regarding Customs compliance questions/issues
- Meet with Product Development group to better understand future product introductions, components, sourcing decisions, etc. to proactively address/resolve issues/concerns
- Review final product selections, post "style out", by department to address/resolve any potential 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 leadership regarding Bed Bath & Beyond's Customs compliance activities
- Define and review current Customs/import-related processes and systems, and recommend improvements to enhance organizational compliance and performance
- Create relevant Key Performance Indicators (KPIs) to accurately measure and report on Customs compliance-related activities
- To oversee the work, as needed, of any third parties hired to provide Customs compliance related work (i.e. C-TPAT certification, Canadian and Mexican Customs Compliance Manuals, Focused Assessments, etc.)

**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 possess a demonstrated ability to develop and enhance strong business relationships with key stakeholders
- This position will interface heavily with several internal areas (i.e. Supply Chain, Finance, Import Warehouses, etc.) and numerous external service providers (i.e. brokers, etc.)
- Act as technical liaison between Supply Chain and Buying Office regarding all Customs-related activities to ensure any compliance-related issues/concerns are identified and resolved prior to product purchase
- 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
- Must be flexible and able to multi-task on competing priorities
- Must possess a sense of urgency towards work completion and be able to work effectively under pressure
- Must be able to interact well with others, including Buyers, Planners, Warehousemen, senior management, 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 in their infancy stages.

**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.).

- Requires extensive knowledge of US Customs laws and regulations to assure extensive and accurate import/export record keeping impacting all duty payments
- 5+ years import and/or brokerage-related experience in a fast paced international transportation environment - essential
- Must be a US Licensed Customs Broker
- BS/BA Degree in Supply Chain, Logistics, Operations Management, International Trade - preferred
- Ideal candidate will have direct experience with, and/or working knowledge of, Canadian and/or Mexican Customs rules and regulations
- Effective interpersonal communication skills required (oral and written) with ability to relate with multiple internal (i.e. Buying Office, Finance, Product Development, etc.) and external (i.e. brokers, US, Canadian and/or Mexican government agencies, etc.) stakeholders
- Solid PC skills required, with an emphasis on Microsoft Office products (i.e. Excel, Word, Powerpoint, etc.)
- Must be detail oriented

Contact: Pat.Hackett@bedbath.com