



CES Operations Clerk Job Description

Be part of a great team! Established and growing Trucking Company with distribution centers in Fife, Burien, and Blaine. We are looking for a customer service admin to work at our customs exam office in Fife, Wa and Burien, Wa.

Responsibilities include:

- Coordinate with various US Customs agencies (USDA, FDA, CPSC) on exams set up
- Communicate with broker/forwarders and consignees to receive information needed to set up exam
- Coordinate with steamship lines and terminals to move containers to the exam site
- Coordinate with Mercer Dispatch and other trucking companies to have containers moved to the site and arrange for pick up after exam
- Coordinate with chassis companies and truckers to perform street turn on chassis as needed
- Set up information in computer system for tracking purposes
- Set up files and maintain information as the exam progresses
- Inform warehouse lead so he/she can coordinate with custom agents
- Notify customers of any issues with the exam and update customer as needed
- Download pictures for our records and email any pictures to customer
- Check containers in/out of yard
- Multi-tasking within a Customs Exam Station, transportation and fulfillment warehouse
- Enter work orders, track customs releases, enter customer invoices for billing
- Ensure all paperwork and payment is received before container is approved to leave yard
- Large volume, fast paced e-mail and phone receive/writing /returning
- Document storage and filing
- Flexibility in job duties/responsibilities (will be cross trained on other functions)
- General customer service to include answering phones, account management, responding to customer inquiries
- Assist in recording trucks coming in through back gate
- Other duties as assigned

General Qualifications:

- Excellent communication skills with customers, customs agents, and coworkers
- Previous experience in customs brokerage, knowledge of US import CES/CFS processes preferred
- Must be able to multi-task effectively
- Detail oriented, well-organized, and flexible
- Excels in fast-paced, team-oriented environment
- Demonstrate positive attitude when arranging on-time deliveries and tracking loads
- Demonstrate strong proficiency in MS office suite- Excel, Word, Outlook, Access
- High school graduate or equivalent, AA preferred

Please send resume to hr@mercerlogistics.com

Visit us online www.mercerlogistics.com