

	Position Description Manual
Department: Brokerage	Position Title: Brokerage Manager
Effective Date:	Revision No.:

I. REASON FOR EXISTENCE

Brokerage Manager provides support to importers and exporters to federal meet requirements for international shipments. Ensures compliance with trade laws and regulations.

II. DUTIES AND RESPONSIBILITIES

1. Administer all of his personnel, ensure appropriate training to Customs Processors and maintain knowledge on all regulatory changes
2. Monitor work of all import & export personnel, increase competency of his Brokerage Team to ensure optimal level of customer services.
3. Perform audit on transactions and ensure compliance to all customs brokerage transactions.
4. Analyze process and design procedures to reduce processing and operating costs for import businesses and design various improvement activities.
5. Coordinate with various departments and maintain compliance to all import operations.
6. Prepare required documents & procedures according to customer standards & ensure compliance to service measures.
7. Perform regular assessment of all harmonized tariff division & perform assessment on same.

8. Maintain knowledge on all industry rules and regulations and perform all customs duties.
9. Monitor all new regulatory issues & inform employees, customers accordingly through the Customer service or Sales Department.
10. Monitor all customs clearance processes and ensure compliance to all Customs regulations & duties.
11. Perform other functions that may be assigned by the management from time to time.

III. QUALIFICATIONS

1. Candidate must possess at least a Bachelor's/College Degree preferably with a degree in Customs Administration or equivalent
2. Qualified broker and/or excellent knowledge about customs/VAT regulations
3. Licensed Customs Broker
4. More than 5 years of experience in similar position; experience with operations preferred.
5. Proficient in both oral and written communication
6. Computer literate, knowledgeable in office application suite
7. Strong organizational, analytical and interpersonal skills.
8. Self motivated to learn new concepts and participate in new projects.
9. Has excellent verbal and written communication skill.
10. With proven people skills.
11. Excellent leadership skills and should be able to drive change.
12. Flexibility and stress tolerance.
13. Strong ability in training, motivating and coaching.
14. Systematic and detailed oriented.
15. Problem solving skills.

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