

## Air Import Agent I - Dulles

**John S. Connor, Inc.** Assists with the coordination of the entire administrative import process, including tracking, documentation, rating of commercial invoices, billing, and customer assistance.

### Responsibilities:

- Track incoming shipments and advise importers of any delays/discrepancies
- Dispatch messenger to recover documents from airlines.
- Review AWB and commercial documents to verify who the “importer, bill to” and deliver to” parties are.
- Document and records filing.
- Process Vendor bills.
- Check system to see if we are the broker for importer. If not contact importer to see if they want us to clear for them and send them a POA.
- If we are not the broker, notify importer’s broker of arrival and collect charges due.
- Contact billing party to obtain payment of overdue invoices processed.
- Receive and verify package/freight received.
- Challenge visitors to the office if not properly badged/escorted.
- Other duties may be assigned by Manager.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Education and/or Experience:** High School diploma required. No prior experience necessary. Experience in an administrative job involving the completing of specialized forms, tracking of a process, and customer handling is a plus.

**Language Skills:** Ability to read, analyze and interpret technical journals, financial reports and legal documents. Ability to respond to common inquires or complaints from customers, vendors, internal departments, regulatory agencies or members of the business community. Ability to effectively present information to top management, public groups and board of directors.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Understand measures and amounts of weights, dimensions, payment rates, time rates, and dollar rates.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

**Certificates, Licenses, Registrations:** None are required for this job.

**Special Knowledge/Ability/Skills:** Use of computer, completing forms, word processing software, tracking software.

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Ability to “read” the HTSUS to determine proper classifications.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk or hear. The employee is occasionally required to stand; use hands to finger, handle, or feel; and reach with hands and arms. Employee is required to sit at a computer, use a keyboard, use a telephone, and basic office equipment (i.e., fax machine, copier). When required the employee may drive to Customs or the airline cargo facilities to drop off documents or recover small packages.

#### **Job Measures:**

- Make no invoice errors (i.e. cost for collect air freight etc).
- Communicate with customers so they know status of the shipment.
- Enter notes against file in computer as needed.
- Display positive attitude and be helpful to customers so they want to work with the employee again and have them handle their shipments,
- Be willing to learn new aspects of the job and take on additional responsibility as needed.
- Obtain new business/sales leads by asking customers if there are other areas we help them with i.e. exports, domestic, ocean.