

## Posting Period

November 18, 2016 –  
Open Until Filled

## Compensation

Starting rate is \$29.74

(Starting rate is 90% of base wage until the successful completion of a 6-month probationary period)

## Benefits

This position offers an excellent benefits package, including coverage for medical, prescription, dental and vision.

## FLSA Status

Represented (Non-Exempt)

## Department

Customer Service

## Reports To

Director, Port Operations

## To Apply

<https://careers.portoftacoma.com>



For question or inquiries, please contact the Human Resources Department at  
[hr@portoftacoma.com](mailto:hr@portoftacoma.com)



[www.portoftacoma.com](http://www.portoftacoma.com)

## Job Summary

This position is responsible for preparing import/export and rail documentation for port operated terminals, North Intermodal Yard, steamship carriers, freight forwarders, governmental agencies, inland carriers, and the billing department.

## Essential Functions and Duties

- Sets up containers in the IPRO rail program for loading to rail cars in the North Intermodal Yard for containers coming out of the Husky and OCT container terminals.
- Monitors the arrival, prepares the documentation and coordinates with the terminal and railcar coordinators for the receipt of export cargo arriving by rail. Proper documentation will include, but not be limited to devan sheets, word certificates, excel inventory, and ensuring that all the correct packaging requirements have been met.
- Accurately prepares dock receipts for all export cargo; verifies customs clearances; bookings with the steamship carrier; closes out vessel account after the vessel has sailed and provides billing department with accurate information. Provides customer service and problem resolution to our business partners with the help of phones, import and export BELLEROPHON system, Excel and Word certificates.
- Monitors and records CBP and USDA releases and holds for import breakbulk, monitors and records steamship releases and holds and works with steamship carriers to resolve issues as they arise.
- Prepares documents for accurate dispersal of import cargo to inland carriers and communicates with terminals regarding various special needs of each shipment.
- Keep up-to-date storage inventory for billing purposes and transmits information to Case New Holland's operation system.
- Maintains cooperative relationship with governmental agencies by responding to requests for steam cleaning, fumigation and re-crating cargo, and other related tasks as assigned.

## Required Experience and Education

Minimum education required is a high school diploma, GED or equivalent. AA Degree in Transportation is preferred.

Previous job experience required should include a minimum of two (2) years' experience in transportation or related responsibilities. Public relations and customer service experience desired. Will be required to have CPR/First Aid training.

### Knowledge, Skills, Abilities & Other Work Characteristics

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Must possess the ability to multi-task, handle stress and rush deadlines calmly and efficiently. Must have excellent communication skills; responding to a wide range of client's needs; handling complaints as appropriate. Must be punctual with good attendance and flexible with scheduling. Must be familiar with computer terminals have experience in data entry; processing documentation and coordinating workload with steamship lines, dock foreman, inland carriers, supervisors and terminal operations. Must be able to read, interpret, and analyze hand-written manifests, lineups and reports.

This individual must demonstrate a caring customer service attitude, a strong commitment to operational excellence and be able to display behaviors and a commitment to the Port's core values. We value an individual who also brings an impeccable work ethic, is honest and models a high level of integrity. Under the direction of the Chief Executive Officer, the organization's culture is built on the following values: Integrity, Customer Service, Competitive Spirit, Courage, Sustainability and Collaboration. The Port seeks candidates who can align and model these values both internally and externally and understand what it means to carry out these values in their everyday work.

### Benefits

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As an employer of choice, the Port is proud to offer an excellent benefits package. This includes medical, prescription, vision and dental with no out of pocket employee premiums and full coverage for employee, spouse and all eligible dependents. In addition, the Port also offers vacation, twelve paid holidays, sick leave, bereavement leave, participation in the Washington State Public Employees' Retirement System (PERS) and a Port-funded Voluntary Employee Beneficiary Association (VEBA) account for out-of-pocket health related expenses for employees and their eligible dependents. The Port's excellent benefits package is valued between 45%-55% of base salary. Other excellent benefits are also available.

### Employment Eligibility

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In accordance with the Collective Bargaining Agreement between the Port of Tacoma and ILWU Local 22, Article VII- Personnel Practices, Section 7.7, Qualified Port employees will have preference on job openings within their own union.

In accordance with the Immigration Control and Reform Act of 1986, all persons offered employment must provide acceptable proof of identity and authorization to work in the US. Such proof will be required prior to employment.

**The successful candidate must possess (or obtain within 30 days of employment) a valid driver's license. Candidate must be able to successfully complete a post-offer drug screen and background investigation, with some positions requiring a post-offer physical. Candidate must also be able to obtain/maintain a Transportation Worker Identification Credential (TWIC), which is a program managed by the Department of Homeland Security (DHS). Information on this program can be viewed at <https://www.tsa.gov/twic>.**

### Application Process

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All applicants **must** complete a Port of Tacoma application online at <https://careers.portoftacoma.com>. All applications must be submitted on or prior to the closing date. **Only applications meeting the qualifications may be considered for interview.**

**THE PORT OF TACOMA IS AN EQUAL OPPORTUNITY EMPLOYER COMMITTED TO PROMOTING AND ENCOURAGING DIVERSITY IN THE WORKPLACE.**