

Job Description: Customs Broker



Our Vision: Deliver innovative supply chain solutions.

Our Purpose: We are here to help you succeed.

Our Mission: Develop great people that deliver exceptional results.

We live our Core Values of **Honesty, Respect, Sharing Passion, Taking Pride and working as a team.**

Job Title: Customs Broker

Department: Air & Ocean

Group/Team: n/a

Reports to: Air & Ocean Operations Manager

Responsible for: Air & Ocean Operator(s)

Job Objective: The Customs Broker is responsible for ensuring the accurate, timely, and compliant processing of customs clearances for international shipments, supporting the delivery of high-quality service in line with the company's vision, mission, and values.

Working within a fast-paced operations environment, this role collaborates closely with internal teams, customers, and external stakeholders to facilitate the smooth movement of cargo. The Customs Broker provides expert advice on customs requirements, tariffs, and regulatory obligations while ensuring all documentation and processes meet NZ Customs, MPI, and other regulatory standards.

This role requires strong attention to detail, sound technical knowledge, and a proactive approach to customer service, contributing to operational efficiency and delivering consistently high standards of service.

Key Responsibilities:

What success looks like:

Maintain and grow **Sorted's culture** in line with company values.

- 'Can do' attitude and willingness to go the extra mile to achieve our vision.
- Demonstrate and role model our values of honesty, respect, working as a team, taking pride, passion.
- Treat the business as your own and show that you care about what we are aiming to achieve.
- Represent Sorted with pride and develop a culture of competence that drives the team's willingness to go the extra mile.

Manage, continually improve and implement operational **Health and Safety practices.**

- Train direct reports to ensure staff, visitors and contractors always behave in a safe and courteous manner.
- Induct new staff and contractors into sites and ensure visitors sign in and records are maintained.
- Create an awareness of all site hazards and ensure all workplace hazards, risks, injuries, illnesses, and incidents are dealt with immediately as per the HSSE Manual (located in Vault, in the I drive and on the notice board).
- Always promote and commit to KOMS and a high standard of conduct.
- Ensure the team meets service standards in a safe professional manner and a 100% adherence with the law, Health and Safety rules and Sorted's policies.
- Stay up-to-date with Sorted's safety regulations and contractors and customers onsite.
- Ensure no loss time occurs due to work related injuries.

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	• Report all risks and incidents within 24 hours of identification. • Maintain an understanding of Sorted Logistics certifications when communicating with Customers. • Adherence to Health and Safety rules and all incidents, hazards, near misses are being reported. • Promote a H&S culture within the Air and Ocean team, by showing leadership in the following ways: ○ Ensuring desk and chair are ergonomically sound. ○ Always wearing hi vis in the warehouse. ○ Employee intervenes if visitors or employees not following safety rules, including using the walking paths. • Treat severe hazard risks as a matter of urgency and methodically investigate risks to establish the root cause then act to eliminate or minimise the risk. • Wearing correct PPE on ALL Sorted sites and Customer's sites. • Look out for other team members related to safe behaviour and have the confidence to challenge anyone whose standards are slipping.
Customs Operations & Compliance	• Coordinate with internal teams, customers, and external stakeholders to ensure efficient clearance of import and export shipments • Complete customs entries accurately and within required timeframes across a range of accounts • Ensure all shipments are processed end-to-end so cargo can be delivered without delay • Identify and obtain all required permits (MPI, health, or other) prior to cargo delivery, or advise customers accordingly • Ensure full compliance with NZ Customs, MPI, and all relevant regulatory requirements • Provide accurate tariff classification and technical advice to importers and exporters • Maintain and update customs tariff databases and client product information • Stay up to date with changes in customs legislation and regulatory requirements
Customer Service & Coordination	• Provide clear and timely advice to customers regarding shipment requirements and compliance obligations • Coordinate with the Transport Team to ensure timely receipt of shipments by customers • Arrange cartage and liaise delivery timing with customers and transport providers when required • Coordinate inspections, fumigations, and examinations with relevant stakeholders • Liaise between Customs and Operations teams to support seamless service delivery

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Financial & Administrative Accuracy	• Ensure accurate reconciliation of costs before approval is provided to accounts • Maintain high levels of accuracy across all documentation and system entries • Support administrative tasks and maintain up-to-date records across systems • Manage workload effectively to meet operational targets and deadlines
Brokerage – Airfreight	• <u>Imports</u> – Cleared prior to arrival or within 4hrs of receiving documents if a BACC is not required. • When a BACC is required, clearance within 12hrs of receiving paperwork prior to arrival. If freight has already arrived, clearance within 4hrs. • <u>Exports</u> – Must be cleared prior to cut-off at the Air Cargo Terminal. If documents are received late, export clearance must be prioritized to meet cut-off
Brokerage – Seafreight	• <u>Imports</u> – Cleared at least 5 business days prior to arrival or within 48hrs of receiving documents. If a BACC is required, clearance required at least 7 working days prior to arrival or within 48hrs of receiving documents • <u>Exports</u> – Cleared 2 working days prior to cut-off. If documents are received late, Export Clearance must be prioritized to meet cut-off
Generic	• Tariff queries to be acknowledged within 4hrs and a timeframe given on response. I.e: Some queries may take 3 or 4 days to investigate • Customs mailbox to be managed and categorized. Emails to be responded to within 4hrs of receiving or a timeframe of response provided to the customer

Key Relationships	
External	Customers Shipping Partners Airline Partners Customs and MPI – Government Authorities

Key Skills / Attributes / Specific Competencies	
Expert Level	• Strong expertise in customs clearance processes, including tariff classification, permits, and regulatory compliance • Ability to provide accurate and professional advice to customers on customs requirements and shipping processes • Strong attention to detail ensuring high levels of accuracy across all entries and documentation • Ability to manage workload and meet high-volume entry targets in a fast-paced environment • Effective stakeholder management and customer relationship skills

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Advanced Level	• Sound understanding of international freight forwarding and supply chain processes • Knowledge of Incoterms and logistics systems (e.g. CargoWise/EDI) • Strong planning, organisation, and time management skills • Ability to make sound decisions and solve operational problems effectively • Ability to communicate clearly and professionally across multiple channels
Working Knowledge and attitude	• High level of accuracy and attention to detail • Strong organisational skills with the ability to prioritise tasks effectively • Ability to adapt to changing priorities and operational requirements • Resilient and able to manage pressure and challenging situations professionally • Collaborative team player with a positive attitude • Willingness to work outside normal hours when required
Awareness	• Have the ability to keep detailed and accurate records • Positive attitude • Committed to safety • Quick learner Follow H&S procedures and lead by example • Good organisational skills and operational system awareness • Sorted Logistics approach to customer excellence

Required Qualifications and Experience

Experience	• Experienced Customs Broker with comprehensive knowledge of the CargoWise System. • Experience completing customs entries across a range of accounts • Experience working with logistics systems (e.g. CargoWise/EDI platforms) (Essential) • Demonstrated experience managing compliance with NZ Customs and MPI requirements • Experience managing multiple tasks in a fast-paced, high-volume environment
Qualifications	• Current Customs PIN (Mandatory) • TSW (Trade Single Window) Registration (Mandatory) • MPI understanding of ATF and MPI requirements. • Minimum of 2 years customs entry writing experience (preferred) • Relevant industry qualification in freight forwarding, logistics, or supply chain (preferred) • Ongoing commitment to learning and staying current with regulatory requirements