



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

Position:	CUSTOMS BROKERAGE EMPLOYEE
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Customs Brokerage Employees arrange for the release and accounting of goods, assess, collect, and remit duties and taxes, and act as liaison between importers, exporters and other government departments (e.g. Industry Canada, Canadian Food Inspection Agency, Health Canada, Transport Canada, Department of Foreign Affairs and International Trade, etc.). Customs Brokerage Employees hold positions with corporations, partnerships, or sole proprietorships, which are licensed by the Canada Border Services Agency.</i>
Position Development	With experience, through the acquisition of new skill sets, and enrollment in specialized training, a Customs Brokerage Employee may advance to progressively more responsible positions including more specialized areas (e.g., controlled goods, exports, permits), supervisory, and management roles.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Completion of secondary school is strongly encouraged. A customs specialist professional designation (i.e., Certified Customs Specialist) is a definite asset. Some post-secondary education in commerce, business, international trade, or a related field may also be considered an asset.
Training	Customs Brokerage Employees may require previous experience and completion of a customs brokers training program.
Related Work Experience	Previous work-related skill, knowledge, or experience (e.g. freight forwarder, logistics, and importer/exporter) is considered an asset.
Tasks:	
Customs Brokerage Employees perform <i>some or all</i> of the following tasks	<ul style="list-style-type: none"> • Clear goods through customs • Prepare and process import/export data on behalf of clients according to customs regulations, laws and procedures

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	<ul style="list-style-type: none"> • Provide strategic supply chain solutions for clients using their global trade management knowledge • Arrange for payment of duties, taxes, storage and transportation of imported goods and bonds • Quote duty and tax rates on commodities for clients • Provide advice to clients on exports and imports, regulated, prohibited and controlled goods, Harmonized System (HS) tariff, letters of credit, insurance requirements and other custom related matters • Apply for remissions or for duty drawbacks and other refunds • Classify goods according to the HS tariff coding system • Monitor or trace the location of goods • Maintain records such as client or customs and OGD (other government departments) requests • Act as liaison between importer, exporter and related government agencies • May represent client before tribunals or in other dealings with government officials
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software and Systems (i.e., global trade management, electronic data interchange, spreadsheet, word processing, accounting, document management, financial planning, database user interface and query, electronic mail, transport and logistic management and tracking software, internet browser) • Communication Devices
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	<p>A Customs Brokerage Employee should have knowledge of supply chain, border security programs, classification of goods and specifically controlled goods or substances, trade agreements, applicable regulations and standards, relevant tools and technology, transportation, customer service, basic mathematics, administration and management, English language, and other languages as required.</p>
Skills	<p>A Customs Brokerage Employee should have the following skill sets: active listening and learning, time management / sense of urgency, organization, critical thinking, judgment and decision making, reading comprehension, communication, negotiation, problem solving, basic mathematics, diplomacy, patience, writing, and customer and service</p>

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	orientation.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Customs Brokerage Employee: written expression and comprehension, oral expression and comprehension, problem sensitivity, prioritization, speech clarity and recognition, and inductive and deductive reasoning.
Work Values	Individuals who will succeed in this position: <ul style="list-style-type: none"> • work independently and are comfortable making decisions; • keep current on applicable laws and regulations; • work quickly and have a sense of urgency; • are diplomatic, with good customer service skills; and • adhere to a recognized code of ethical conduct.
Work Styles	The following work styles are attributable to a Customs Brokerage Employee: attention to detail, dependability, cooperation, stress tolerance, organizational abilities, independence, initiative, keeping informed, adaptability/flexibility, integrity, and self control.
Essential Skills Profile:	<p>Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the HRSDC website: http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml</p> <p>The Human Resources and Skills Development Canada (HRSDC) Essential Skills Research Project focused on occupations requiring a secondary school diploma or less and on-the-job training. As such a formal Essential Skills Profile for the occupation of Customs Brokerage Employee has not yet been created by HRSDC.</p> <p>The following section contains essential skills information identified in existing occupational standards and classified using the nine Essential Skills categories. Note that the content is not associated with HRSDC and the Essential Skills Research Project.</p>
Reading Text	<ul style="list-style-type: none"> • Frequently read text in both print and non-print media <ul style="list-style-type: none"> ✓ client information and requirements ✓ product literature and information ✓ newsletters or email bulletin ✓ packing lists and invoices tariff coding system / tables / databases ✓ requests or complaints ✓ government documentation, notices and memoranda

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	<ul style="list-style-type: none"> • Read and interpret dense and complex texts, and have ability to make high-level inferences using specialized knowledge <ul style="list-style-type: none"> ✓ policies and procedures ✓ trade terms ✓ government standards ✓ regulations (e.g. international trade, product-related health and safety requirements, and other trade related codes, standards, regulations) ✓ instructional and managerial technique products
Document Use	<ul style="list-style-type: none"> • Documents produced and/or used may include forms, lists, tables, schedules, reports, invoices, packing lists, government documentation, product information and catalogues, etcetera, in both print and non-print media • Must be able to read simple to complex documents in which considerable inference may be required • Must be able to read/interpret, and complete/produce documents • Specialized knowledge of the content of the document may be required; multiple pieces of information from multiple sources are synthesized; the quality of information may be evaluated for accuracy and omissions
Writing Skills	<ul style="list-style-type: none"> • Complete customs documentation and clearance forms • Write communications to clients and customs related to the clearance of goods or previous shipments • Write status reports to inform clients on the location of goods
Numeracy	<ul style="list-style-type: none"> • Apply financial math/money math • Apply scheduling, and basic accounting math • Apply measurement and calculation math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Professional communications with clients, customers, staff, and colleagues using a variety of communications devices and media • Exchange information with other customs brokers, freight forwarders, carriers, clients, customs and OGDs • Communicate during high stress situations (e.g. perishable goods, controlled or prohibited goods and substances, etc.) • Confer with officials in various agencies to facilitate clearance of goods through customs.
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)
Problem Solving	<ul style="list-style-type: none"> • Respond to client needs, enquiries and complaints

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	<ul style="list-style-type: none"> • Deal with customs, other government departments, and agencies on clearance related challenges • Apply broad knowledge of custom processes when problem solving • Ability to think, adapt, or be flexible to quickly respond to unplanned events • May have to be flexible and adapt to cope with new circumstances or issues that arise
Decision Making	<ul style="list-style-type: none"> • Make decisions about the appropriate classification or value of goods • Decisions are made inline with regulations, in consideration of compliance objectives of the client, and in keeping with the requirements of the customs agency and other government departments involved • Make decisions about suggestions for change
Job Task Planning and Organizing	<ul style="list-style-type: none"> • Liaison with customs brokers, freight forwarders, carriers, other government departments in other ports and customers is needed to expedite clearing of cargo • Set goals and priorities while adhering to time commitments
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the policies and procedures of the organization • Remember the policies and procedures of customs and other government departments and agencies • Remember applicable regulatory requirements • Remember applicable documentation and forms required (i.e., clearance of goods, refunds, drawbacks, licenses, certificates) • Remember product information for certain types of goods • Remember clients preferences and product information
Finding Information	<ul style="list-style-type: none"> • Search tariff coding systems • Obtain information about products by speaking with clients, suppliers, making phone calls, searching the internet, and reading brochures and trade publications, • Obtain information on applicable regulations and standards • Obtain information on customer business area
Working with Others	<p>Customs Brokerage Employees generally work with others to track shipments, and collect and exchange documents and data on goods. Customs Brokerage Employees often work with other customs brokerage employees, freight forwarders, other government departments, carriers, customs, and customers to expedite the release of cargo.</p>
Continuous Learning	<p>Enhanced learning will be acquired as part of regular work activity,</p>

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	through training offered in-house, offsite training (e.g., instructor-led courses, online courses, etc.), or reading or other forms of self-study (e.g., participating in forums, reading newsletters, etc.).
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	Customs Brokerage Employees works extensively in an office environment (e.g. sitting for long periods of time, with repetitive computer and telephone use). Typically there is no heavy lifting, bending, or stooping required by this occupational category.
Attitudes	Customs Brokerage Employees must adhere to a code of ethical conduct, have good communication skills, be positive, organized, detail oriented (e.g., accurately transfer information), personable, and willing to work with others. Customs Brokerage Employees should be aware of relevant security issues and measures. In addition, Customs Brokerage Employees should have the ability to embrace change, and value diversity in the work environment.
Future Trends Affecting Essential Skills:	Customs Brokerage Employees will be required to have enhanced computer skills in order to work with more complex software, and an understanding of increasingly complex laws, regulations, and tighter security restrictions and requirements. The ability to speak more than one language, and an awareness of and sensitivity to the diversity of international cultures is considered a growing need in the face of increasing globalization.

Government of Canada Defined - Related NOC Code & Description	1236 Customs, Ship and Other Brokers Customs brokers clear goods through customs and to their destination on behalf of importer and exporter clients. Ship brokers buy and sell cargo space on ships and buy and sell ships, yachts and other watercraft on behalf of clients. This unit group also includes other brokers, not elsewhere classified, who negotiate commercial transactions or other services between parties on behalf of clients. They are employed by customs, ship or other brokerage establishments or may be self-employed.
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Document Management:				
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***Activity Types:**

- ✓ Document Created

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- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

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