

Job Description

Job Title:	Customs Coordinator / Buyer
Department:	Procurement & Contract Services
Reports To:	Director, Procurement & Contract Services
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	July 2019

Primary Purpose

Responsible for the compliant classification and payment of duties and taxes on importation of goods into Canada, the exportation of goods leaving Canada, and facilitating Customs clearance.

Contract, issue purchase orders, and make P-Card transactions for the acquisition of goods and services using authority to bind the University as a signing authority under Procedure 1, using appropriate risk management considerations.

Key Accountabilities

Manage the Customs function across campus

- Ensure that information provided for customs clearance is accurate and compliant with Canada Border Services Agency regulations;
- Respond to requests for approval of incoming shipments from the contracted customs broker, including the provision of NAFTA certificates where applicable;
- Manage the process and paperwork for student teams travelling out of country, and back again, for competitions (e.g. WatCar);
- Manage the process and paperwork to facilitate the movement of University-owned goods outside of the country (e.g. Temporary Import Bonds; ATA Carnets);
- Act as the University's representative to liaise with Canada Customs, United States Customs and foreign customs offices,
- Act as the University's representative when responding to customs audits;
- Review coded billings from customs broker for consolidated and non-consolidated shipments for accuracy to ensure the correct remittance of duties and taxes;
- Consult and assist with the immigration process when foreign service workers are entering Canada to service or install equipment;
- Advise on best practices for movement of goods under most efficient cost scenarios (e.g. taxes).

Carry out responsibility to bind the University through procurement acquisitions as required

- Negotiate and execute orders (per Procedure 1) for the purchase of goods and services;
- Ensure relevant University policy requirements are met across a broad spectrum of University acquisitions (e.g. controlled goods, safety regulations/biohazards; research ethics; AODA compliance);
- Protect the university from academic, reputational and financial risk through the compliant acquisition of goods and services;

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- Apply financial procedures as they relate to the acquisitions of goods and services (e.g. advance payments; P-Card use and reconciliation, capital asset purchases and disposals);
- Request and ensure basic insurance coverages are in place to protect capital assets (e.g. goods in transit) and supplier activities on campus (e.g. Commercial General Liability and WSIB);
- Facilitate changes to orders, resolution of deficiencies and disputes regarding acquisitions;
- Understand the appropriate retention of documentation that is required / may be released under Freedom of Information (FIPPA) requests.

Manage portfolio of assigned commodities/services

- Identify opportunities for projects/initiatives for consolidation across campus;
- Source products and services in the marketplace,
- Negotiate and/or obtain quotes/proposals for goods and services;
- Monitor adherence to the terms and conditions of orders, and ensure that fulfillment requirements are satisfied;
- Initiate correspondence with requestors and suppliers to ensure effective performance monitoring of deliverables.

Problem solving and risk management

- Map out acquisition process to satisfy delivery date(s) or according to requirements and Policy 17;
- Ensure procurements are performed in a fair, consistent and transparent fashion;
- Identify conflict of interest situations for resolution;
- Debrief unsuccessful suppliers and provide relevant feedback;
- Investigate and remedy claims related to damages or deficiencies of goods or service delivery;
- Assist in resolving any billing discrepancies by coordinating payment issues with accounts payable;
- Retain detailed documentation required for customs audits.

Teamwork abilities

- Provide procurement and customs advice to staff, faculty, and partners regarding best practices and procurement and customs procedures;
- Persuade and guide requestors through the procurement process and all associated, relevant contact points along the way;
- Clearly communicate and advise requestors of the implications and obligations imposed by terms and conditions surrounding orders, and suggest/negotiate alternatives when concerns are raised;
- Explain acquisitions and contracting process to stakeholders, ensuring that all participants clearly understand the objectives and their obligations under Policy 17;
- Develop relationships with suppliers to enable effective communication and facilitation when questions or concerns arise;
- Provide professional customer service when interacting with suppliers, employees and students;
- Monitor end user satisfaction regarding goods and services, and resolve any outstanding issues;
- Provide accurate, consistent and efficient workflow to best support requestors;
- Model a highly ethical approach when engaging in University business opportunities.

Required Qualifications

Education

- Post-secondary education, with professional certification in a related field (e.g. CSCMP; CSCP; CCS), or, an equivalent combination of education and experience;

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- Knowledge or certification with customs process (e.g. CCS) and/or logistics.

Experience

- At least two (2) years of professional procurement experience
- Previous experience with the import/export function, and/or managing traffic or logistics is required, ideally at a publicly funded entity
- Demonstrated experience drafting Requests for Proposals/Requests for Quotations, and, terms and conditions.

Knowledge/Skills/Abilities

- Current knowledge of regulations and requirements as set out in the Canada Customs Act and Customs Tariff, North American Free Trade Agreement (NAFTA) and its' successor, Comprehensive Economic Trade Agreement (CETA) with the European Union, and similar trade protocols for which Canada has an agreement;
- Basic knowledge of regulations and requirements as set out in the Provincial Broader Public Sector (BPS) Procurement Directive;
- Current knowledge of procurement and basic legal requirements regarding acquisitions, and international business transactions;
- Strong interpersonal skills in communication and negotiation;
- Strong analytical, organizational, problem solving, evaluation and decision making, and mathematical aptitude;
- Detail-oriented with ability to maintain comprehensive audit trails / record keeping;
- Time management and ability to prioritize according to demands (e.g. perishable shipments, student teams).

Nature and Scope

- **Contacts:** Interacts with various types of requestors, peers and superiors throughout the University community. Occasional involvement with faculty for research funded and larger acquisitions. Involvement with the supplier community to facilitate knowledge and opportunities for acquisitions and partnerships, as well as external partners and agencies (e.g. customs brokers, Canada Border Services Agency).
- **Level of Responsibility:** Responsible for accurate information and record keeping for the University's international goods traffic; makes acquisitions in a manner that protects the University from liability and risk. Ability to explain and convince process to members of the campus community, and to employ due diligence when making acquisitions.
- **Decision-Making Authority:** Knowledge and confidence to make decisions in a time sensitive environment; responsibility for acquisitions using signing authority under Procedure 1 of up to \$50,000.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions in the physical environment, typical of a professional working within an office or institutional environment; occasional travel may be required. Duties are often tied to tight deadlines in a fast-paced environment.
- **Working Environment:** Office based, with occasional visits to various work areas across campus, and occasional travel; minimal work outside of the normal operating hours of the institution.