



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.)

<b>Position:</b>	<b>CUSTOMS BROKERAGE EMPLOYEE</b>
<b>Description of Position</b> (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>
<b>Position Development</b>	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.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education</b>	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.
<b>Training</b>	Customs Brokerage Employees may require previous experience and completion of a customs brokers training program.
<b>Related Work Experience</b>	Previous work-related skill, knowledge, or experience (e.g. freight forwarder, logistics, and importer/exporter) is considered an asset.
<b>Tasks:</b>	
<b>Customs Brokerage Employees perform some or all of the following tasks</b>	<ul style="list-style-type: none"> <li>• Clear goods through customs</li> <li>• Prepare and process import/export data on behalf of clients according to customs regulations, laws and procedures</li> </ul>

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	<ul style="list-style-type: none"> <li>• Provide strategic supply chain solutions for clients using their global trade management knowledge</li> <li>• Arrange for payment of duties, taxes, storage and transportation of imported goods and bonds</li> <li>• Quote duty and tax rates on commodities for clients</li> <li>• 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</li> <li>• Apply for remissions or for duty drawbacks and other refunds</li> <li>• Classify goods according to the HS tariff coding system</li> <li>• Monitor or trace the location of goods</li> <li>• Maintain records such as client or customs and OGD (other government departments) requests</li> <li>• Act as liaison between importer, exporter and related government agencies</li> <li>• May represent client before tribunals or in other dealings with government officials</li> </ul>
<p><b>Tools and Technology:</b></p>	
	<ul style="list-style-type: none"> <li>• 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)</li> <li>• Communication Devices</li> </ul>
<p><b>Required Competencies:</b></p>	<p><b>(Knowledge, Skills, Personal Attributes)</b></p>
<p><b>Knowledge</b></p>	<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>
<p><b>Skills</b></p>	<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.
<b>Personal Attributes</b>	<b>(Abilities, Work Values, Work Styles)</b>
<b>Abilities</b>	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.
<b>Work Values</b>	Individuals who will succeed in this position: <ul style="list-style-type: none"> <li>• work independently and are comfortable making decisions;</li> <li>• keep current on applicable laws and regulations;</li> <li>• work quickly and have a sense of urgency;</li> <li>• are diplomatic, with good customer service skills; and</li> <li>• adhere to a recognized code of ethical conduct.</li> </ul>
<b>Work Styles</b>	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.
<b>Essential Skills Profile:</b>	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 ESDC website: <a href="http://www.esdc.gc.ca/eng/jobs/les/index.shtml">http://www.esdc.gc.ca/eng/jobs/les/index.shtml</a>
<b>Reading Text</b>	<ul style="list-style-type: none"> <li>• Read text on forms and labels, emails from clients, supervisors, co-workers and colleagues, responses to clients' appeals of government decisions, memos and notices issued by governments and port authorities</li> <li>• Read trade publications and e-magazines to stay abreast of industry trends and to identify business opportunities</li> <li>• Read legislation to verify rules and regulations, and provide advice to clients</li> </ul>
<b>Document Use</b>	<ul style="list-style-type: none"> <li>• Scan product and warning labels</li> <li>• Locate and enter data into a variety of forms, tables and schedules</li> <li>• Locate, retrieve and interpret data from graphs and schematic drawings</li> </ul>
<b>Writing Skills</b>	<ul style="list-style-type: none"> <li>• Write short comments on forms, e-mail to clients, co-workers and colleagues, letters to public and private sector organizations, briefs to administrative tribunals</li> <li>• Write contract clauses and agreements, audit and inspection reports</li> </ul>

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<b>Numeracy</b>	<ul style="list-style-type: none"> <li>• Calculate and verify invoice amounts, schedules and timetables</li> <li>• Prepare and monitor budgets</li> <li>• Determine dimensions, volumes and gross weights for a variety of goods</li> <li>• Calculate distances using maps</li> <li>• Analyze market data to identify trends</li> <li>• Estimate costs and prices for clients</li> </ul>
<b>Oral Communication</b>	<ul style="list-style-type: none"> <li>• Talk to suppliers about technical specifications, price quotes and delivery times for goods and services</li> <li>• Advise and provide information about the import, export and transportation of goods</li> <li>• Negotiate commercial agreements on behalf of clients and represent them before government officials and administrative tribunals</li> </ul>
<b>Thinking Skills</b>	<b>(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)</b>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Asked to determine duties, taxes and other fees for goods that do not conform to any of the categories covered by legislation,</li> <li>• Check the shipment records for accuracy and track lost shipments</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Set priorities for shipments when processing multiple orders</li> <li>• Make decisions about the appropriate tariff classification for imported goods</li> </ul>
<b>Critical Thinking</b>	<ul style="list-style-type: none"> <li>• Evaluate the completeness and accuracy of documents</li> <li>• Assess the compliance of clients' procedures with government rules and regulations</li> </ul>
<b>Job Task Planning and Organizing</b>	<ul style="list-style-type: none"> <li>• Plan and organize their days to meet clients' needs and to achieve corporate goals</li> </ul>
<b>Significant Use of Memory</b>	<ul style="list-style-type: none"> <li>• Remember the general categories of goods to speed up classification processes</li> </ul>
<b>Finding Information</b>	<ul style="list-style-type: none"> <li>• Find information about changes to shipping and tariff rules and regulations by consulting co-workers and searching government websites, memoranda and notices</li> </ul>
<b>Working with Others</b>	Customs Brokerage Employees coordinate and integrate job tasks with supervisors, support staffs and other brokers to meet clients' needs and achieve corporate goals.
<b>Continuous Learning</b>	Expected to stay abreast of industry trends and changes to government rules and regulations, acquire new learning by speaking with other trade specialists, browsing the Internet and reading trade

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	publications, e-magazines, government legislation, memoranda and notices, and attend courses, conferences and seminars offered by government agencies and professional associations.
<b>Additional Information</b>	<b>(Physical Aspects, Attitudes)</b>
<b>Physical Aspects</b>	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.
<b>Attitudes</b>	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.
<b>Future Trends Affecting Essential Skills:</b>	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.

<b>Government of Canada Defined - Related NOC Code &amp; Description</b>	<b>1315 Customs, Ship and Other Brokers</b> 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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<b>Document Management:</b>				
Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
1	Document Created	Not Applicable	June 8, 2010	M. Cheddi (CSA)
2	Document Modified	June 8, 2010	November 24, 2010	M. Cheddi (CSA)
3	Document Finalized	Nov 24, 2010	April 15, 2011	C. Sellar (CSA)
4	Document Updated	April 15, 2011	June 17, 2014	I. Vasileski (CSA)

**\*Activity Types:**

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

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