

Importer Account Representative

Trade Risk Guaranty (TRG) - Bozeman, MT

Are you interested in international trade and how government affairs are affecting US importers across the country? Are you skilled at customer service work? Would you enjoy assisting and educating importers from all over the United States to secure the required surety bond they need in order to clear good through Customs and Border Protection (CBP)? Do you excel at creating and sustaining strong relationships over the phone that reinforce trust and confidence (customer service)? Do you find it rewarding to participate in and foster strong inter-department relationships that work toward a common goal (customer service)?

Located above the Rocking R-Bar in Downtown Bozeman, TRG provides international insurance products to over 13,000 companies worldwide. Our innovative approach has positioned TRG as the market leader in business-direct US Customs Bonds. Our Importer Account Representatives are personal liaisons between our existing importer clients and CBP, providing daily education, customer service and advice to importers in the filing and management of their US Customs surety bonds (customer service). This team also supports the new clients secured through our sales department by onboarding new clients after the close of a sale as well as processing and filing the new bond policies accurately and timely. Our producers rely on their account representatives to continue to foster the trust in TRG that the producer has developed by providing peak client service. This is an entry level, full time career opportunity with room for advancement!

Responsibilities:

- Execute new bond policies on behalf of our importer clients and our Sureties per regulatory and company policies accurately and timely
- Communicate regularly with Sales producers to foster effective and positive working relationships and facilitate client onboarding
- Communicate timely and professionally with all clients, providing specialized knowledge, processing and direction to existing clients who encounter issues with their existing Customs in the expected manner per company policy and procedures
- Provide administrative and educational support to other Importer Account Reps and departments as necessary or requested

Requirements:

- Intention and aptitude to fully immerse and become an expert in a specialized niche industry; international trade and insurance
- Ability and desire to foster strong relationships over the phone with clients and in person with co-workers throughout all departments
- Skilled and comfortable in multi-tasking in a fast-paced, team environment maintaining composure and efficiency with deadlines and fluctuating workload cycles
- Above average proficiency in learning and utilizing new computer software programs
- Extraordinary written and verbal communication skills
- Bachelor's degree or relevant work experience

Benefits

- Group Health, Dental, Vision, & STD benefits
- Company sponsored 401(k) plan, with matching at 100% the first 3% you contribute and 50% from 4-5% employee contribution
- Casual dress code
- Personal Time Off, 15 day accrual schedule in your first year plus 8 company holidays

- Company sponsored team building activity days
- Customized and flexible schedule within a 40 hour week, Monday through Friday,
- 7:00am to 4:30pm with an hour or half hour lunch

This position offers approved candidates an immediate \$4,000 salary increase upon successfully becoming a Licensed Customs Broker (LCB). The licensing class, study materials and testing fees are paid for by the company under the terms of our education agreement policy. This designation is highly respected in the international trade industry and significantly enhances your career opportunities at TRG.

To apply for the Import Account Representative opening and for a complete review of the full job description, visit our website at <https://traderiskguaranty.com/about-trg/careers/>, please **submit your cover letter (required) and resume.**

TRG is an Equal Opportunity Employer and offers competitive wages, great benefits and a people rich learning culture.

Job Type: Full-time

Salary: DOE plus licensure opportunity for an immediate \$4,000 annual pay increase.

Job Type: Full-time

Job Description

Revision Date:

Author:

Position Status: Full Time Part Time Exempt Nonexempt

Position Title:

Department:

Immediate Supervisor:

Positions Supervised:

Position Description:

Major Areas of Responsibility:

Specific Responsibilities:

Specific Responsibilities (Continued):

Required Knowledge, Skills, and Abilities:

Education and Experience:

Physical Demands:

Work Environment:

Department Manager: _____

Human Resources: _____

Senior Management: _____

Employee Name (Print): _____

Employee Signature: _____

Date: _____