

Title: PARS Team Lead
Reporting to: Operations Manager
Salary Range: Starting at \$24.00 per hour

Description & Requirements

Who we are

Davidson & Sons Customs Brokers Ltd. ("Davidson & Sons") is a family-owned and operated company established in 1917. Currently, it is run by a fourth-generation family member, William (Bill) Davidson. Since William Burnett Davidson founded Davidson & Sons, our focus has been taking the burden of customs compliance from our clients and making their experiences with Canada customs as seamless as possible. We have come to learn over the last century of operation that, above all else, our personal relationships with clients are what has been the foundation of our success.

Davidson & Sons was a founding member of the DCCHBA in 1970, known now as the Canadian Society of Customs Brokers ("CSCB"). Membership in the CSCB ensures immediate updates from the Canada Border Services Agency ("CBSA"), the Canada Revenue Agency ("CRA"), and other Government departments pertaining to any regulations that may affect your business. It also allows us to stay up to date on global trade negotiations and new initiatives.

About This Team

The Pre-Arrival Review System (PARS) release team is an integral part of Davidson & Sons customs operations. The team is responsible for ensuring the efficient and compliance processing of goods entering the country via truck. The PARS team works closely with the other release departments (ocean and air) to ensure clearances are processed within the required timelines.

Responsibilities

Leadership and Supervision:

- Provide direction and support to PARS team members.
- Oversee PARS department daily operations and ensure tasks are completed on time.
- Set clear goals and expectations for the PARS team.

Communication:

- Act as a liaison between PARS team members and upper management.
- Facilitate open communication within the PARS team to ensure everyone is informed and aligned.
- Conduct regular PARS team meetings to discuss progress, challenges, and updates.

Mentorship and Development:

- Provide training and development opportunities for PARS team members.
- Offer guidance, feedback, and support to help PARS team members grow professionally.
- Conduct performance evaluations and identify areas for improvement.

Problem Solving and Decision Making:

- Address and resolve conflicts or issues within the PARS team.
- Make informed decisions to overcome obstacles and keep the PARS team on track.
- Implement solutions to improve PARS team efficiency and effectiveness.

Project Management:

- Plan, organize, and delegate tasks to ensure work is completed successfully.
- Monitor progress and adjust plans as necessary to meet deadlines.
- Coordinate resources within the PARS department and manage workloads to maintain balance and productivity.

Performance Monitoring:

- Track and evaluate PARS team performance using key metrics and performance indicators.
- Identify areas where the PARS team excels and where improvements are needed.
- Implement strategies to enhance overall PARS team performance.

Motivation and Morale:

- Foster a positive and collaborative team environment.
- Recognize and reward team members for their contributions and achievements.
- Encourage teamwork and build strong relationships within the PARS team.

Reporting and Documentation:

- Maintain accurate records of team activities, performance, and progress.
- Prepare reports for upper management or stakeholders as needed.
- Work with the compliance department to ensure compliance with company policies and procedures.

Innovation and Improvement:

- Encourage creativity and innovation within the PARS team.
- Identify opportunities for process improvements and implement changes.
- Stay updated on industry trends and best practices to keep the PARS team competitive.

Qualifications

Education

Requirement	Asset (but not required)
<ul style="list-style-type: none"> ➤ Completion of secondary school ➤ Post-secondary education in commerce, business, international trade, or a related field 	<ul style="list-style-type: none"> ➤ Certified Customs Specialist (CCS) Designation ➤ Certified Trade Compliance Specialist (CTCS) Designation ➤ Professional Designation – CBSA/CBP Customs Brokers Professional or Examination Designation ➤ Canadian International Freight Forwarders Association (CIFFA) Designation

Knowledge

Requirement	Asset (but not required)
<ul style="list-style-type: none"> ➤ Customer Service ➤ Basic Math ➤ Microsoft Office ➤ English Language 	<ul style="list-style-type: none"> ➤ Knowledge of Supply Chain ➤ Classification of goods ➤ Free Trade Agreements ➤ Valuation ➤ Customs Regulations and Standards ➤ Languages (other than English)

	➤ Proficiency in ITMr4
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Skills and Abilities

Requirement	Asset (but not required)
<ul style="list-style-type: none"> ➤ Active listening and learning ➤ Time management / sense of urgency ➤ Problem-solving ➤ Critical thinking ➤ Judgement / Decision making ➤ Reading comprehension ➤ Communication ➤ Organization 	<ul style="list-style-type: none"> ➤ Negotiation skills

Work Values

Requirement
<ul style="list-style-type: none"> ➤ Flexible and adaptable ➤ Willing to work both independently and as part of a team ➤ Ability to work quickly, accurately and with a sense of urgency ➤ Diplomatic with skills in customer service ➤ Able to adhere to policies and procedures with a focus on professionalism

Additional

Notes

Authorization to work in Canada is required for this role.

Compensation and Benefits Package

- Salary range: Starting at \$24.00 and upwards depending on experience.
- Company paid medical, dental, eyecare, life and disability insurance
- Complimentary on-site fitness facility
- Company paid career development courses
- Remote-work opportunities

Workplace arrangement

In office training is required. After training has been completed, this role is classified as hybrid; work must be performed onsite at least 2 days per week.