

Customs Manager - US and Canada

Your tasks

HOW YOU WILL MAKE AN IMPACT

At Continental, we are committed to building a world-class customs organization at the group level. As the ***Customs Manager for the US and Canada***, you will play a pivotal role in shaping and executing Continental's customs strategy across both countries. This role balances a strong compliance foundation with a forward-thinking approach—introducing innovative processes and transforming the customs function into a trusted, proactive business partner that delivers measurable value.

As a key member of the Tax and Customs - The Americas team, you will oversee customs operations in the US and Canada, ensuring alignment with Continental Group policies while delivering compliant, business-oriented solutions. You will collaborate closely with customs authorities, trade vendors, external partners, and internal stakeholders to support import activities. The Customs Compliance Manager & Business Partner - The Americas shares responsibility with regional peers for ensuring full regulatory compliance for import activities in the US and Canada.

- Manage a robust trade compliance program & strategy
- Manage SAP, OCR, ACE, and other trade compliance software as applicable
- Ensure compliance for determination of HTS Codes (harmonized tariff codes) and issuance of certificates of origin for all products made in North America
- Manage the import activities for the U.S. and Canada Markets
- Oversee the Export Operations for non-finished goods materials
- Oversee Free Trade Programs (FTA) within the region, including but not limited to USMCA, MX-EU, AGOA, KORUS, CETA, etc.
- Manage the Reconciliation and Duty Drawback programs
- Liaise with regulatory agencies i.e. U.S. Customs (CBP), International Trade Commission (ITC), and other government agencies, as it relates to verification, audits, licensing etc.
- Prepare official responses to inquiries from regulatory agencies including but not limited to U.S. Customs and Border Protection (CBP), United States International Trade Commission (USITC), Canada Border Service Agency (CBSA) etc.
- Cross-functional support as necessary with Supply Chain, Legal, Finance, Purchasing, Sales and Operations
- Manage performance of brokers and freight forwarders through KPIs and periodic performance evaluations/reviews, with the goal of driving improvement in performance to minimize compliance-related fines
- Design and implement continuous training program to enhance import compliance awareness among Plant and Division staff



Job ID
REF88594U

Field of work
Logistics

Location
Fort Mill

Leadership level
Leading People

Job flexibility
Hybrid Job

Legal Entity
Continental Tire the Americas, LLC

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelor's degree, Licensed US Customs Broker (LCB) (or working towards one) with 7+ years of relevant Customs work experience
- If no degree must have your LCB and 10+ years relevant customs professional experience with a HS Diploma
- Subject matter expertise in relevant areas of customs compliance (classification, valuation, import, country of origin, trade agreements)
- Knowledge of Customs Regulations (19CFR), NHTSA, EPA, FDA, and other related government agencies
- Ability to interpret and apply U.S. import regulations
- Understanding of Incoterms
- Understanding of international shipping document requirements
- Government operating systems (ACE, CARM)
- Global Trade Management software experience such as SAP, OCR, Brokers Platforms
- Ability to effectively engage all levels of staff within the organization to develop and deploy effective solutions
- Demonstrated history of managing customs brokers, and government agency relationships
- Ability to work independently and collaboratively to carry out strategic goals
- Excellent problem solving and analytical skills
- Ability to guide, mentor and develop employees
- Attention to detail and strong verbal/written communication skills
- Experience using MS Office (Word, Excel, PowerPoint and Outlook)
- Can offer a relocation package if needed
- Legal Authorization to work in the US is required. We can only sponsor internal individuals for employment visas now or in the future for this job opening

ADDITIONAL WAYS TO STAND OUT

- Power BI experience
- Bachelor's degree, Licensed US Customs Broker (LCB) with 10+ years of relevant Customs work experience. (LCB + 15+ years relevant customs professional experience in lieu of Undergraduate degree with a HS Diploma)

Our offer

All your information will be kept confidential according to EEO guidelines.

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employee 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource

groups.

- Hybrid Work
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

About us

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and markets.

Tire solutions from the **Tires group sector** make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.