

## International Shipping Specialist

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$80000.00 to \$90000.00 yearly  
**Employment status:** Permanent

### Description

#### POSITION OVERVIEW

As part of the Sales Operations organization, the Order Management Specialist – International is responsible for ensuring accurate and timely order fulfillment, resolving OM issues and developing standard operating procedures that drive efficient workflow processes. You will manage your business by keeping a keen eye on all open orders and ensuring order fulfillment is achieved in a timely manner.

Current work schedule: 2 to 3 days onsite in Union City, CA; the rest remote.

This position will interface with key stakeholders (International Region Sales Managers, International Distributors, Operations/Shipping, Regulatory).

This position is responsible for facilitating and/or participating in meetings with both key internal and external stakeholders.

This position drives the daily interface with distributor's requests and/or challenges with products on country exclusions. Knowledge of export regulations and documents: incoterms, freight forwarders, pro-forma invoices, letter of credit, commercial invoices, certificate of conformance, certificate of origin.

This position builds effective relationships to develop and maintain strong and professional interactions with key internal and external stakeholders.

We are looking for you, if you have the ability to:

Manage your business by ensuring all orders are processed efficiently.

Build your brand by providing a great customer experience with internal/external stakeholders.

Identify operational performance opportunities for continuous improvement.

Continuously look for efficiency opportunities to automate manual processes, leading to cost reductions and increased performance outcomes.

Here is what you will do day-to-day:

Manage all aspects of order fulfillment for International customers to meet and exceed expectations.

Review open orders on a daily basis to ensure all orders that can ship, do ship.

Serve as a positive and effective internal contact for the International Sales teams.

Resolve issues by working cross-functionally with internal departments such as: Region Sales Managers, Shipping, Operations, Accounting as well as with Mizuho Japan, Mizuho Medical and other external customers such as Distributors, customers, and freight forwarders.

Identify and pursue new business opportunities with existing customers, track routine order cycles to identify them. Support other activities as directed by the Director regarding sales opportunities.

Comply with regulatory or customer-specific requirements (i.e., import/export, licenses, proprietary information).

Identify, initiate, and execute process improvements for business interface processes.

Create awareness of potential business at risk.

Establish productive and professional relationships with key personnel in assigned customer accounts.

Assist international sales teams to meet assigned targets for profitable sales volume and strategic objectives.

### Requirements

What you will need to be successful in this role:

Bachelor's degree in Business or equivalent combination of education and experience

Requires a minimum of 8 years of progressively responsible customer experience or equivalent combination of education and experience.

Must have minimum 6 years' international order processing and regulations experience

Working knowledge of SAP or equivalent top-tier ERP system required.

Experience in International export business processes and documents within a medical environment.

Knowledge of incoterms and freight terminology.

Proficiency in standard business computer software applications (MS Word, Excel, Teams, Outlook).

Demonstrate strong presentation and organizational skills.

Demonstrate customer-centric focus approach by embracing collaboration and encouraging communication cross-functionally.

Ability to establish credibility with internal and external customers.

Ability to function calmly in a fast-paced environment.

Skillful at setting priorities, time management and meeting deadlines.

Versatile learner with the ability to function in a changing environment.

Please apply directly to Brent at 510-826-3014

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