



Strategic Accounts Specialist

Company: Orijin Inc.

Reports To: Managing Director/Customs Broker

Location: Prashad Nagar, Georgetown, Guyana

Employment Type: Full-Time

A. Purpose of the Position

The Strategic Accounts Specialist owns designated strategic client accounts from first contact through final delivery. The Specialist is the client's single point of contact across the full lifecycle of a shipment — communication, customs processing, and coordination with Operations for on-the-ground execution — so nothing is handled twice, nothing falls through the gaps, and the client always knows who to call.

The Specialist is dedicated to a defined set of high-touch strategic accounts requiring proactive, consistent, end-to-end ownership — including the client relationship, coordination with Operations, and issue resolution — and works closely with the Managing Director/Customs Broker and the Operations Team Lead to deliver that ownership without disrupting existing reporting lines.

B. Key Responsibilities

1. Client Relationship Ownership

- Serve as the sole day-to-day point of contact for assigned strategic accounts, from initial client contact through to shipment delivery.
- Manage all client communication — emails, calls, follow-ups — ensuring timely, accurate, and professional responses.
- Proactively share relevant information with clients (processing status, documentation needs, delays, customs requirements) without waiting to be asked.
- Maintain full working knowledge of each client's cargo profile, documentation habits, service expectations, and history.

2. Customs Processing (End-to-End)

- Prepare, review, and submit customs declarations through ASYCUDA World for assigned accounts.
- Review shipping, commercial, and regulatory documentation for completeness and accuracy.
- Conduct classification research, valuation reviews, and exemption applications as required.
- Monitor entries for delays or discrepancies and resolve or escalate as appropriate.
- Ensure all customs transactions for assigned accounts comply with applicable regulations and Company procedures.



3. Operational Handoff & Information Flow

- Build and maintain a system (shared tracker, status flags, or equivalent) that gives Operations visibility into what stage each strategic-account shipment is at and what is needed from them next.
- Communicate cargo details, delivery information, and client-specific execution requirements to the Operations Team Lead in a clear, consistent, and timely format.
- Route information through the Operations Team Lead — not directly to Operations Coordinators — so the existing reporting line is preserved and the Team Lead retains oversight of their team's workload.
- Confirm handoffs have been received and understood, and follow up to close any gaps before execution is due to begin.

4. Logistics & Delivery Coordination

- Collect and verify delivery information from clients — addresses, timing, special handling instructions, and any other execution-relevant detail.
- Pass verified delivery information to the Operations Team Lead promptly, and confirm it has been actioned.
- Track delivery status for assigned accounts through to completion and keep the client informed throughout.

5. Issue Management & Risk Mitigation

- Identify risks and issues early — documentation gaps, customs holds, delivery conflicts, client dissatisfaction — and act before they escalate.
- Resolve routine issues directly, within established procedures.
- Escalate complex, high-risk, or compliance-sensitive matters promptly to the Managing Director/Customs Broker.
- Share issues and mitigation steps with the Operations Team Lead and any other internal team affected, so no one downstream is caught off guard.
- Maintain a record of significant issues, decisions taken, and outcomes for each strategic account.

6. Compliance & Client Procedures

- Maintain awareness of customs and regulatory changes affecting assigned accounts.
- Develop and maintain client-specific processing procedures, checklists, and reference materials.
- Ensure client-specific processing requirements are consistently followed across every shipment for that account.

7. Process Improvement & SOP Development

- Identify opportunities to improve processing efficiency, accuracy, compliance, and client service.
- Contribute to the development and improvement of Company customs SOPs and workflows.
- Support implementation of approved process and technology improvements, including the Operations handoff system above.



8. Knowledge Sharing & Continuity

- Provide practical guidance to Processing and Operations staff on customs and client-specific requirements.
- Maintain documentation sufficient for a designated backup team member to run assigned accounts during absence or peak load.
- Support cross-training with the designated backup so coverage is genuinely workable, not just documented.

C. Scope of Authority & Reporting

The Specialist reports directly to the Managing Director. Escalation on strategic accounts goes directly to the Managing Director/Customs Broker. The Specialist is authorised to independently manage the day-to-day processing, communication, and service requirements of assigned strategic accounts within Company procedures and applicable regulations.

Internal Authority

- Coordinate directly with the Operations Team Lead and other staff on matters relating to assigned accounts.
- Provide the Operations Team Lead with client-specific processing and delivery requirements for briefing to Coordinators.
- Request information, documentation, and follow-up needed to progress client matters.
- Escalate internal issues that may affect client service, compliance, or deadlines.

Client Account Authority

- Serve as the sole day-to-day contact for assigned strategic accounts, from first contact through delivery.
- Communicate directly with clients on documentation, processing status, delivery, and routine issues.
- Resolve routine client matters within established procedures and service arrangements.
- Escalate regulatory, commercial, pricing, contractual, or significant service matters to the Managing Director.

The Specialist does not have formal supervisory or disciplinary authority over other employees unless specifically assigned by Management.

D. Competencies

- Advanced proficiency in ASYCUDA World
- Strong knowledge of customs documentation and clearance procedures
- Ownership mentality — comfortable being the single accountable point of contact end-to-end
- Proactive, clear client communication
- Ability to translate client requirements into operational instructions Operations can act on
- Strong organisational and time-management skills across multiple concurrent accounts
- Analytical and problem-solving ability; sound judgement on when to escalate
- Attention to detail and accuracy



- Ability to work independently and manage competing priorities
- Initiative, accountability, integrity, and confidentiality

E. Basic Requirements

- High school diploma, technical certificate, or equivalent qualification; additional customs or logistics training is an advantage.
- Minimum three (3) years' experience in customs brokerage, freight forwarding, logistics, shipping, or a related environment, or demonstrated equivalent experience.
- Demonstrated advanced proficiency in ASYCUDA World.
- Strong working knowledge of customs documentation and clearance procedures.
- Proven experience owning a client relationship end-to-end — not only processing transactions, but managing the relationship itself.
- Experience coordinating across departments (e.g. customs, operations, logistics) to deliver a single client outcome.
- Proficiency in Microsoft Office applications.
- Strong communication and organisational skills.