



Trade Specialist Job Description

Maine International Trade Center is seeking applications for the position of Trade Specialist. The position is a customer facing role responsible for business development, account management, event management, and organization promotion. The position reports to the Director of Trade Services.

About Maine International Trade Center

Maine International Trade Center (MITC) is Maine's leading source for international business assistance. MITC offers customized consulting, research, and an extensive network of connections across Maine and around the world to help businesses expand global markets for their products and services.

The Position

The MITC Trade Specialist is a staff member of Maine International Trade Center and works as a key contributor of the MITC Trade Specialist team, which includes Senior Trade Specialists, a Trade Information Specialist, and Research Interns. The MITC Trade Specialist position is a general trade position that supports and intersects with all MITC initiatives including member and client services, program support and promotion, event support, and international relationship support.

Primary Responsibilities

- **Relationship Management** - The Trade Specialist serves a similar role as a business development representative and account manager in the private sector. The work is focused on cultivating and nurturing relationships with businesses and organizations across the state of Maine to educate and facilitate access to the many international business development resources available through MITC.
- **Event Management** - The Trade Specialist coordinates and attends international and domestic trade shows and events in support of Maine businesses seeking to grow internationally. The position also promotes and facilitates MITC events such as informational presentations and roundtables. As a member of the MITC team, the position also supports welcoming incoming trade delegations and other governmental delegations and industry associations.
- **Organization Champion** - An important part of this public facing position, the Trade Specialist acts as an organization champion for MITC and its focused-initiatives including MENADO, Invest in Maine, StudyMaine, Canada Desk, Defense Industry Maine (DIME), and Future Global Leaders (FGL) internship program.
- **Project Management** - The Trade Specialist uses project management methodologies to plan, execute, and record work performed, as well as measure performance against goals and evaluate results. Specific responsibilities include accurately scoping out length and difficulty of tasks and projects; setting objectives and goals to generate collaboration; and anticipating and adjusting for problems and roadblocks.

Core Competencies

- **Customer Focus** - Is dedicated to exceeding the expectations of internal and external customers; gets first-hand information and uses it to improve processes and deliverables; acts with customers in mind; establishes and maintains effective relationships; gains their trust and respect.
- **Written Communication** – Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; is warm, pleasant, and gracious; is sensitive to and patient with interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, gathering informal and incomplete information in time to do something about it.
- **Listening** – Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others
- **Action Oriented** - Enjoys working hard; is full of energy for the challenges ahead; not fearful of acting with a minimum of planning; seizes more opportunities than others. Can be counted on to exceed expectations; is consistently a top performer; oriented towards the bottom-line; steadfastly pushes self and others for results.
- **Business Acumen** - Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, and technology affecting businesses and organizations; understands the competitive landscape; understands how strategies and tactics work in the marketplace.
- **Political Savvy** - Can maneuver through complex political situations effectively and quietly; has an understanding and awareness of global politics; is sensitive to how people and organization's function; anticipates where challenges may arise and plans approach accordingly.
- **Global Business Knowledge** - Understands business on a global scale; understands cultural differences from country-to-country; understands global differences in consumers; knows how capital flows and operates internationally; understands that different laws and regulations govern global business; is learning agile; understands that different approaches work in different places.



Qualifications

REQUIRED

- 5+ years of increasingly responsible work-related experience or an equivalent combination of education and experience
- Experience and/or knowledge of account management, project management, and customer relations
- Proven ability to collaborate and raise team performance while acting as an individual contributor
- Proven history of connecting with others through written communications, presentations, and consultation
- Proven history of strong organizational skills and ability to exercise independent judgment and discretion to plan and successfully manage multiple projects
- Proficiency using multiple PC software packages – Microsoft Office, CRM, Time & Expense reporting.

PREFERRED

- Bachelor's Degree in Business, Economics, or International Studies
- Experience and/or knowledge of international trade practices and requirements for importing and exporting
- Experience living and/or working abroad in an international setting

Special Requirements

- A valid driver's license is required
- Must be able to obtain a passport
- Frequent local, US, and international travel is required