

For our group company ABC/AFL we are looking for a

Customer Service Agent / Operations (f/m) full-time, soonest

Workplace

We are looking for suitable candidates for our office in

- Liege (LGG), Belgium

Brief Description

You will have to plan export flights and optimize its space, resolve customer queries or direct them to the relevant department effectively using good communication skills. Your role will also entail liaising with internal and external departments and managers nationally and internationally, you will also have to proactively ensure that clients are advised and updated on the status of all consignments. You will have to manage and control availability of required documents and special required permits.

Your role will also be to confidently deal with all incoming customer calls and mails, promotion of cargo capacity we offer from Europe to Middle East, North America, Russia and Asia, acting quickly, courteously and efficiently at all times. You will be expected to complete customer bookings on our booking system CargoSpot, experience would be an advantage but full training will be given.

Main Duties

- Flight planning and optimization of export flights
- To process cargo reservations, (ad-hoc) quotes and prebookings
- Assist with trucking orders
- To ensure shipments fly as booked and take corrective actions in case of delays/cancellations
- Resolving customer complaints, pre-claim handling & claim support
- Preparation of statistics & reports
- Administrative duties
- Invoice checks

Required Skills

- Completed apprenticeship or equivalent education in the freight-forwarding / airline industry
- Experience in the Cargo Industry preferred
- Fluent in ~~French/Dutch~~ & English (verbal and written)
- Customer-oriented behavior
- Commercial skills
- Keen perception and highly organized
- Able to take instructions and to work in a team
- Manage and exceed customer expectations
- Able to give professional and clear communication to clients
- Able to quickly adapt to changes
- Willing to work in shifts and weekends if required

We offer

- The opportunity to work in a dynamic and expanding company, who is seeking to recruit a growing team of qualified and experienced staff and offering an adequate remuneration.

Application

- If you feel you are able to fulfill the role described above please send a covering letter and your full CV (in English please) stating your salary expectation to: hr.europe@airbridgecargo.com .