



Tracing Officer

Definition :

To act as a liaison, provide product/services information, handle customer complaints, provide appropriate solutions and alternatives to achieve customer's satisfaction.

Responsibilities :

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits to ensure prompt resolution of missing shipments.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.
- Liaising with all tracing requests from the region and transit points and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.
- Prompt follow up with warehouse check.
- Checking regularly and physically warehouse(s).
- Engage with GHA on all daily (bi-daily) searches throughout the warehouse locations.
- Report status back to origin station/regions interchange frequently with other departments on status, on quality and improvement or deterioration of service.
- Report status quo to management on daily basis.

Job requirements :

- Education :
 - Minimum requirement: High School Diploma

- Experience Skills and Personal Attributes :
 - Minimum of 1-3 years' experience in customer support or experience as a client service representative.
 - Ability to work under pressure and meet deadlines.
 - Strong phone contact handling skills and active listening.
 - Familiarity with ERP/ CRM systems and practices an advantage.
 - Customer orientation and ability to adapt/respond to different types of characters.
 - Excellent written and verbal communication skills.
 - Excellent teamwork skills.
 - Open minded and willing to learn.
 - Energetic with strong work ethic.
 - Ability to multi-task, prioritize, and manage time effectively.
 - Fluent in English (basic) is a must.

Ready to join a growing international air transportation company and an ambitious and innovative team? Apply today by sending your CV with a cover letter to job@lachs.be and we will be in touch soon.