



new

Customer Service (f/m/x)

 AirBridgeCargo/AirFreightLogistics

 Liege, Belgium

 28.05.2021



POSITION SUMMARY

In your role of CS Agent you will have to plan export flights and optimize its space, resolve customer queries or direct them to the relevant department. You will also entail liaising with internal and external departments and managers nationally and internationally. You will 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. You will be expected to complete customer bookings on our booking system.

RESPONSIBILITIES

- Perform flight planning and optimization of export flights
- Process of cargo reservations, (ad-hoc) quotes and pre-bookings
- Assist with trucking orders
- Ensure shipments fly as booked and take corrective actions in case of delays/cancellations
- Resolve customer complaints, pre-claim handling & claim support
- Prepare statistics & reports
- Check invoices

REQUIREMENTS

- Completed apprenticeship or equivalent education in the freight-forwarding / airline industry
- Experience in the Cargo Industry
- Fluent in French & English (verbal and written)
- Customer-oriented behavior
- Able to take instructions and to work in a team
- Ability to quickly adapt to changes
- Ability to work under pressure and within tight deadlines
- Computer literacy (MS Office, Outlook)
- Ready to work in shifts and on weekends

Start date: 01.07.2021

Work hours: full-time

WE OFFER

In addition to standard benefits such as ECO and meal vouchers, Christmas bonus and vacation money we offer the opportunity to work in a growing company that values collaborative teamwork and a culture that motivates.

WOULD YOU LIKE TO BE PART OF OUR TEAM?

APPLY NOW! Please, send a cover letter and your CV (in English) including your salary expectations to hr.europe@airbridgecargo.com.



We are really looking forward to meeting you!

<http://www.airbridgecargo.com/>