



Cargo Acceptance Agent

Summary

Permanent full time contract
37 office hours per week
Flexible schedule according to workload

Position

Cargo Acceptance Agent for
CoastairGroup active in air cargo sector

Language

English - French - Dutch

Experience <1 Year

Salary package

Attractive salary in accordance with company's standard payroll schedule
Standard home-work allowance
Meal vouchers at 8€/working day
Retirement plan and
Hospitalization XL
Mobile phone

Location

Coastair Chartering Group
HQ Liege Airport - Cargo North
Rue Saint Exupery 9/8
4460 Grâce-Hollogne
Skyhouse Tongeren:
Heersterveldweg 6
3700 Tongeren

Contact

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HR & Financial Manager
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CoastAir Chartering Group

Established over 20 years ago, COASTAIR is a full-service airfreight agency offering worldwide cargo solutions using scheduled and charter flights. Based in our own 2,500 square-meter Skyhouse at Liege Airport, we provide a wide range of air cargo solutions to cargo agents, freight forwarders and airlines.

As a neutral airfreight agency, we offer a 'human' approach to every cargo uplift. Shipments may come in different shapes and sizes, but it is our mission to handle each one as if it were our own. We never have (and never will) treat cargo 'robotically.'

Responsibilities and Duties

- Checking and typing in our internal ERP all information related to incoming freight in our warehouse (documentation, security, customs)
- Following up build-up of airfreight
- Communicating the correct instructions to workers in warehouse
- Making sure freight leaving our warehouse is done respecting all procedures
- Communicating with customers
- Checking our stock of equipment is enough when on duty

You will master

- Teamwork: Working collaboratively with others to achieve organizational goals.
- Cargo/Customer Service: Providing service excellence to internal and/or external customers
- Educational background, training or previous experience in airfreight.
- Fluency in English and Dutch is required, other languages are a plus.
- Strong Microsoft Office skills (Excel, Word, ...)
- Initiative: Dealing with situations and issues proactively and persistently, seizing opportunities that arise.
- Results Focus: Focusing efforts on achieving high quality results consistent with the organization's standards.
- Fostering Communication: Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.
- Ability to multitask and manage numerous priorities at once.
- Decision maker with strong planning skills and execution abilities.
- Excellent time management and organizational skills.

You are

- People-centered, supportive and flexible in order to get the most of his/her directives.
- A natural leader focused on inspiring fellow future team members and customers.
- Excellent interpersonal and customer service skills.
- Strongly committed to uncompromised customer service.
- Able to meet schedules and deadlines as well as able to remain calm under pressure.
- Skilled to be gracious, pleasant, and have a service nature
- Competent to perform with consistent accuracy, detail-oriented
- Ability to work in a fast-paced environment.
- Must be detail oriented and able to work productively, independently, and within a team.
- Ability to prioritize a large number of tasks.
- Strong accuracy and attention to detail.
- High sense of urgency whilst retaining the capacity to remain calm under pressure.
- Able to communicate effectively with a wide range of clients, suppliers and colleagues

Other:

- Driving License is desired
- Clean criminal record