

Customer Service Representative

COASTAIR 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

- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our services inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues, as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

You will master

- Ability to stay calm when customers are stressed or upset
- Fluency in English is required, other languages are a plus.
- Strong Microsoft Office skills (Excel, Word, ...)
- Educational background, training or previous experience in Customer Service.

You are

- People-centered, supportive and flexible in order to get the most of his/her directives.
- Excellent interpersonal and customer service skills.
- 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.
- Able to communicate effectively with a wide range of clients, suppliers and colleagues
- Initiative: Dealing with situations and issues proactively and persistently, seizing opportunities that arise.
- 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

Required

- Driving License is desired
- Clear criminal record

Summary

Permanent full-time contract

37 office hours per week

Mo to Fr with alternate weekend duty

Position

Customer Service

Representative for Coastair

Group active in air cargo sector

Languages

Dutch

English

French

Any other language is an asset

Salary package

Attractive salary in accordance with company's standard payroll

Standard home-work allowance

Meal vouchers (8€ per working day)

Retirement plan and hospitalisation XL

Mobile phone

Location

Coastair Chartering Group HQ,
Liege Airport Cargo Nord, Rue
Saint-Exupery 9/8, 4460 Grâce-
Holloigne, Belgium

Skyhouse Tongeren,
Heersterveldweg 6, 3700
Tongeren, Belgium

Contact

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