

Operations Agent

Summary

Permanent full-time contract

37 office hours per week

Flexible schedule according to the workload, successive shifts

Position

Operations Agent 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- Hollogne
Belgium

Skyhouse Tongeren
Heersterveldweg 6
3700 Tongeren
Belgium

Contact

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HR & Financial Manager
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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

As an Operations Agent, your tasks will be among others :

- Follow up of shipments and communication with all partners for COASTAIR and IMPERIAL
- Documents issuance
- Trucking planning
- Equipment control
- Follow up with various documents and claims.

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 Logistics and Customs is a plus

You are

- People-centered, supportive and flexible in order to get the most of his/her directives
- Able to meet schedules and deadlines as well as able to remain calm under pressure
- Competent to perform with consistent accuracy
- Ability to work in a fast-paced environment
- Must be detail oriented and able to work productively, independently, and within a team
- 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