

## Air import agent

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Company: AGO Jobs & HR

Location: Antwerp

Category: other-general

### Funcieomschrijving

Ensure smooth and timely freight process flow.

Ensure accurate and timely data entry into our operating system.

Track and trace Air Import files as required. This can be either internally via or externally via airline websites or by telephone to airline offices.

Use Tree View on daily basis.

Ensure timely delivery of freight to customers for Import shipments.

Ensure documents are timely sent to customer or broker for customs purposes.

Ensure accurate and timely client and vendors billing.

Interact with our customers in arranging their international shipments, meeting customer service standards.

Contribute to maintain strong relationships with vendors (airlines, trucking companies, and others).

Meet compliance at all times to regulations. This includes internal policies and procedures such as Operational Process Standards

Understand department process flow, constantly looking for areas of improved efficiency.

Ensure all customers standard operating procedures are followed and updated in the DLSOP.

Overseas communications, timely responses to emails and requests (internal and external)

Meet company standards of 52 hours training per year per employee.

Promote compliance in diligently following all company policies and regulations and

performing the task at hand with outstanding integrity and pride.

### **Vereisten**

Skills:

Experience in air customs

Effective interpersonal skills, including proven abilities to listen, comprehend, effectively communicate clearly and concisely to obtain positive results.

Pro-active, strong organizational skills.

Good computer skills (Excel, Word).

Fluent in English

### **Aanbod**

- You will be included in challenging projects;
- A young, international, diverse, and strong team;
- Opportunities for personal & professional growth;
- A permanent contract with an attractive package of fringe benefits;

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