

## Air freight customer service

**Hoyu Europe Logistics SRL**, an active company in the organization of **freight transport** at **Brussels airport**, is looking for a customer service to expand our import department. If you are looking for an polyvalent function in a **growing company** and your profile matches our expectations, don't hesitate and apply to join our company.

### Your tasks :

- **Cooperate** with warehouse operator to **feedback shipment** breakdown process and number of skids for each airway bill
- **Coordinate** with GHA to ensure ULD instruction and truck instruction are followed by GHA
- **Support** the operation of truck center
- Send **shipment** arrival alert to CNEE
- Handle **client's requests** via Wechat, calls and emails
- Handle shipment irregularity
- **Update shipment** status to client
- Flight cargo document supervision, arrival tracking, hs code and size attention
- Bill making and other special size cargo transportation supervision
- Make A/ R sheet for each accounting period and issue invoice after confirmation
- Follow up any other questions of customers

### Your profile :

- You have **at least 3 years of professional experience in freight forwarder and airline business**
- You are fluent in **English and a national language**
- You master the Microsoft Office suite
- You are flexible, polyvalent and **problem solving. Changes don't scare you**
- You are **flexible** about the **workings hours** (working in 3 shifts)
- You have a B license as well as a your own car

### What we offer you :

- A **polyvalent** function, with teamwork while demonstrating **autonomy**
- The possibility of joining a **dynamic** and growing team
- A salary package in line with the market and according to your experience

### Interested ?

In this case, don't hesitate any longer and quickly send your CV in English to the address [hr@hoyugroup.com](mailto:hr@hoyugroup.com). We will get back to you as soon as possible.

