

Customer service manager- CN

Hoyu Europe Logistics SRL, an active company in the organization of **aviation** and **freight transport** at **Brussels airports**, is looking for a **Customer Service Officer** to expand its **Sales** department. If you are looking for a polyvalent function in a **growing company** and your profile matches our expectations, don't hesitate and apply to join our company.

Your tasks :

- Act as head of the **Customer Service Department**
- Manage the **daily customer service and operations** for the flights
- Analyze and reporting of **sales and operation performance**
- **On job training** of the customer service team
- Implement of the company's **sale strategy and regulations**
- **Coordinate with the Sales and Revenue Department** for optimization of operations
- Responsible for the Department's **budget** and **P&L**
- Establish and implement the **SOP** and **SLA** of the Department

Your profile :

- You have at least 5 years of **professional experience in freight forwarder and airline business**
- You have at least 3 years of **experience in team management**
- You have **experience in budget and profit & loss management**
- You are fluent in **Chinese** and **English**
- You master the Microsoft Office suite
- You have excellent **problem solving skills, teamwork spirit** and **communication** skills
- You are **proactive** and have strong **execution** capability
- You are a **good learner** and have a strong sense of **responsibility**
- You are **flexible** about the **workings hours** including holiday and weekend

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. We will get back to you as soon as possible.