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Cargo Service Agent

Aircraft Services Bermuda (ASB) Limited, a subsidiary of Bermuda Aviation Services, is Bermuda's premier corporate aviation, cargo and freight handling company. ASB is seeking a Cargo Service Agent for their L.F. Wade International Airport operation. The successful candidate will be responsible for processing the movement of cargo and customer billing in line with company and airline operating guidelines.

Key Responsibilities:

- Process cargo including operating as a liaison with freight shed personnel and customs clearance
- Manage all manifests and other documents accompanying shipments to ensure inbound freight data is entered and processed efficiently and accurately through the database system
- Troubleshooting damaged goods, missing paperwork and information, and other matters
- Extend customer service to telephone, email, and walk-in and resolve client queries and concerns
- Generate itemized customer invoices and various complex airline reports following standard operating guidelines and systems
- Manage and process payments and refunds
- Notify consignees of goods arrival and arrange delivery
- Comply with all required security procedures and materials handling requirements

Minimum Qualifications, Skills & Experience:

- High school diploma or equivalent
- Two years similar experience, including front-line customer service
- Understanding of customs clearance and exposure and working knowledge of freight movement and processes
- Proven analytical, detail orientation and effective problem solving skills
- Strong written and oral communication skills
- Solid proficiency with MS Office Suite
- Ability and willingness to work shifts and extended hours as needed

Interested? Please email jobs@expertise.bm.

All enquires will be dealt with in strict confidence.

Closing date: November 1, 2013