



ABOUT FLYUS GROUP

FlyUs Aviation Group is an independent, privately-owned GSSA. Our focus is our customers, staff, airlines and partners, for whom we constantly strive for industry innovation and advancement.

Our people are our strongest assets and we promote and enjoy a family culture around the globe.

Established partnerships with more than 34+ airlines across 30 countries allow us to pioneer collaborative projects and investment into digital solutions, a partnership approach for airline clients, analytics, information flow and the customer experience.

APPLY NOW

Send CV & Covering Letter to:
careers@flyus.aero



WE ARE HIRING!!



POSITION

Cargo Customer Service Executive



LOCATION

Heathrow, United Kingdom



DESCRIPTION

Within the GSA division of FlyUs Aviation Group, your role will be to ensure customer service experience through acceptance and management of bookings and customer service functions.



RESPONSIBILITIES

- Manage complete end-to-end booking process.
- Interface with UK freight forwarders, overseas offices, interline partners, GHAs & other FlyUs offices.
- Keeping in-house and airline system up to date, including full data capture.
- Oversee and manager Pre Bookings.
- Acting as main contact through both customer calls and emails
- Managing capacity control and priorities.
- Responding to request for tracking information & post flights.
- Coordinate service recovery to protect customer experience.
- Provide booking list to GHAs and pre-alert outstations.



SKILLS & EXPERIENCE

- Ideally candidate should have Airline, GSSA or Freight Forwarding experience.
- Have outstanding customer service skills and good understanding of the cargo market.
- Ability to work in a fast-paced environment handling multiple initiatives and prioritise own workload.
- Autonomy in the role and capacity management.
- Must be articulate and possess good interpersonal skills.
- Competences in IT programs, strong analytical skills, planning and organisation.

SALARY

Competitive salary based on experience

HOURS

37.5 Hours Per Week

CLOSING DATE

Tuesday 31st December 2024