

Office Cargo Agent

Reports To:	Operations Manager
Station:	LHR
Location:	London Heathrow, Gatwick, Manchester etc
Work Pattern:	4 on, 4 off (12 hour or 8 hour shifts)

Main Job Objective

To be the customer service contact point. Accurate and timely completion of import and export documentation. To engage with our customers, understanding their requirements and meeting all required deadlines. To undertake security tasks as required by CAA and to aid/assist in the efficient running of a busy cargo operation.

To ensure timely and accurate information is shared between local operational, regional and international agencies to always ensure a smooth transition of cargo and documentation daily.

Job Responsibilities

- Manage the driver's reception.
- Process inbound and outbound flights.
- Data input into WFS and other airlines dedicated computer systems.
- Report on discrepancies and damage.
- Resolve service issues for customers.
- Build relationships and liaise with customer airlines and their customers.
- Deal with customer queries by telephone and email.

Requirements

- Basic IT skills.
- Air cargo knowledge is desirable.
- Administrative and organizational skills.
- Ability to multi-task remaining calm under pressure.
- Customer service experience is desirable.
- Ability to work under pressure to tight deadlines.
- 5-year full working history and eligibility to work in the UK for referencing and Criminal Record Checks (CRC) vetting.

Safety & Security Responsibilities

- In any role at WFS, employees are the eyes and ears of the business and must report any safety and security concerns or suspicious behaviour.
- Ensure site access control is protected and no unescorted visitors are on site.
- Ensure the security integrity of cargo is always protected.
- Ensure all security documentation is fully compliant.

Our Values

- **Focus on Customers**
 - We work proactively with our customers request and our customers' customers to make sure we deliver what we have contracted to deliver. Without our customers, there is no WFS.
- **Integrity**
 - We treat our people & stakeholders with respect and care building trust via open, honest and straightforward communication. We always operate within the boundaries of our code of conduct and ethics policies.
- **Responsibility**
 - We do our jobs well, being accountable for our actions and taking responsibility for our work and those around us. We lead by example.
- **Safety & Security**
 - We sincerely believe that safety & security is our number one priority at all times. We will do what we are trained to do, we will never take short-cuts and we will always speak up where we see compromises being taken.
- **Teamwork**
 - We all work as part of a team, enjoying what we do, collaborating with our colleagues and relying on their expertise to make a valuable contribution to WFS.