



AIA Cargo – Vienna

Operations & Reservations

Hours: 0900am – 17.30pm MON-FRI (with 1 hour lunch break)

- Oversight and control of daily Ground Operations requirements related to Cargo Operations, ensuring excellent operational delivery and on-time performance by providing leadership and operational direction where required
- Develop professional relationships with internal and external parties to ensure effective cargo operations
- Ensure the appropriate standards of safety and security are achieved in line with corporate requirements, government legislation and international best practice
- Handle critical issues through liaison with station managers, airport authorities and internal departments to effectively deal with situations
- Maintain effective communication with all external and internal staff/clients connected to the cargo operation, including Customer Service teams, to ensure effective operational delivery
- Target the reduction of cargo handling issues and their consequences
- To carry out any other tasks deemed necessary and reasonable by the company
- Ensure the accurate processing of freight documentation in accordance with all customer airlines operational procedures, Handling Briefs, and Service Level Agreements. Including special handling e.g. HUM, DGR, VUN, VAL, Radioactive Material.
- Ensure Dangerous Goods checks by our GHA's are carried out correctly and adhere to IATA and carrier regulations.
- Monitor Transshipment Cargo deliveries by our GHA's to onward carriers.
- Ensure all Regulatory Authority legislation is adhered to by all staff at all times.
- Ensure that all carrier specific requirements are handled correctly in accordance with the appropriate procedures.
- To monitor GHA, security process, including x-ray processing and ETD requirements for airline product.
- Adopt a proactive work ethic planning ahead to anticipate and prevent handling issues.
- Handling reservations enquiries by phone, emails
- Understanding the client's needs and ensuring the correct booking is selected in terms of transit time and price
- Working to ensure that all enquiries are handled promptly and that all confirmations are set within ample time
- Updating and maintaining the reservations systems, processing bookings' and ensuring all contact information is correct

The successful applicant should:

- Show flexibility in approach
- Have a clean driving license
- Minimum 2 years' experience in aviation
- Be able to work on your own initiative
- Excellent written and verbal communication skills (English / German)
- Good organizational skills

We offer:

- An exciting and diverse field of activity
- International working environment
- Wide range of development and training opportunities
- Benefits of working for a rapidly growing (financially settled) international company
- Salary 33,600 per annum based on 14 month prior to taxes.

Please send your CV with attached covering letter to: vie@aiacargo.com

Airbridge International Agencies Ltd

vie@aiacargo.com

Web: www.aiacargo.com