

Join a Global Leader – Anjuna Airline Solutions

We're Anjuna Airline Solutions a global expert in airline representation services. Anjuna is also part of the APG Network, a leading airline focused company with an extensive network across all continents and a portfolio of over 200 airline clients.

Air Cargo Sales Support and Customer Service

Location: Suva, Fiji

Job Type: Full Time

Language: English

About the Role:

We are currently expanding our Cargo services and have an opening for an Air Cargo – Sales Support and Customer Service Executive, based in Fiji.

The ideal candidate will provide back end operational support and customer support functions. They should have some experience in Airline/Aviation, Air Cargo or Freight Forwarding industries. They must be skilled at building and maintaining relationships with clients and have excellent interpersonal skills.

Responsibilities:

- Assist with Cargo reservations, through airline cargo system and by email.
- Update Air Waybills in the cargo system.
- Take calls and monitor emails from Freight Forwarders
- Co-ordinate with Ground Handlers for operational concerns.
- Track and trace cargo status and update customers in a timely manner.
- Resolve conflicts and provide solutions to clients in a timely manner.
- Plan and manage the air export/import operations.
- Arrange bookings with airlines and co-loaders.
- Interpersonal communication with clients and handlers for transactional requirements.
- A team player interacting with peers, subordinates, and colleagues at various APG divisions.



- Exceed client expectations while respecting and adhering to company policies.
- Other duties as required.

Qualifications:

- Bachelor's degree or equivalent experience
- Experience in Air Cargo/Freight, Airline or Logistics industries.
- Experience managing operations with components of aviation regulations.
- Basic knowledge & compliance with Dangerous Goods. (preferred)
- Prior working experience with lean / process improvement initiatives.
- Excellent interpersonal and communication skills required – written and oral.
- Experience in sales or customer interface.
- Team player.
- Advanced computer skills in Excel.
- Experience in Airline cargo systems. (preferred)
- Demonstrated drive, initiative & flexibility to ensure task completion.
- Demonstrated time management & organization skills.
- Ability to work under pressure.
- Flexible working hours to support flight operations. (in Australia and Canada)

Benefits:

- Comprehensive benefits plan
- Exciting career growth opportunities within a global company

Apply:

Please submit your resume and cover letter to susana.qionibaravi@anjunagsa.com

Join Anjuna Airline Solutions and build a rewarding career in a dynamic airline industry!