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# Example of Cargo Agent Job Description

Our company is growing rapidly and is looking to fill the role of cargo agent. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for cargo agent

* Motivate GHA teams and create an enjoyable working environment that promotes and cultivates changes and openness within the team
* Oversee performance of GHA to ensure that they deliver services & products at the CX required standard stipulated in the GHA contract & in the performance assessment document
* Manage the GHA and Service Suppliers to ensure that they deliver services and products as stipulated in the contract and in the performance assessment document
* To maintain good rapport with Airport Authority, Custom officials & relevant CX offices to ensure facilitation of operational processes procedures & customer services
* To facilitate CX & GHA team colleagues through changes & continuous improvement seek opportunities to enhance the processes of operations, customer services & administration
* To control and monitor the performance level of Cargo Automation
* To effectively control the day-to-day import/export cargo operations
* To manage courier/ mail operation
* To maintain all relevant documents/statistics/reports under the preview of Land Law and CX standards
* To manage day to day operations with integrity and honesty while building trust within the team

## Qualifications for cargo agent

* Knowledge of freight SABRE and/or FOS system is strongly preferable, but not mandatory
* Must have six months of experience in operating a computer or equivalent of one year travel agency experience
* Must be flexible in work assignment areas and hours
* Must have good customer relation skills
* Must be able to meet the physical requirements of position including lifting up to 70 lbs
* Able to obtain a Customs' seal