



Example of Cargo Agent Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of cargo agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for cargo agent

- Responsible for being up to date with and ensuring that Health & Safety policies and procedures are adhered to at all times and ensure any accidents, incidents and non-compliance issues are dealt with appropriately
- Ad hoc as required by the manager
- Assisting to generate the maximum cargo sales to meet/exceed annual set revenue/tonnage targets by visiting cargo agents, telesales and by promotional activities
- Assisting customers/clients with all information related to booking/forwarding/delivery liaising with local Ground Handling Agents (GHAs) and with Head Office Cargo department to ensure a satisfactory service provided by QR
- Distributing QR promotional items, circulars, memos and announcements to the agents/freight forwarders to provide information on QR products and service
- Arranging and delivering necessary cargo stationeries, forms and labels to GHA and appointed sales agents to have smooth handling and comply with regulations
- Maintaining a close coordination between QR Space Control and customers by ensuring their shipments are transferred, delivered on time and maximum priority is given to shipments
- Manage overall daily functions of CX at DAC airport – Cargo (Operations, Safety & Security)

- Monitor that the flight planning is done in a most efficient manner to ensure maximum payload is made available for cargo uplift

Qualifications for cargo agent

- Ability to update records correctly in timely manner, even under difficult situations and pressure
- Desire to satisfy the customer needs & requests
- Good spoken & written communication skills, both in English and local language
- Knowledge of PC skill (Excel, Word, PowerPoint)
- Excellent interpersonal skills, willingness to cooperate with others and a team player
- Knowledge or experience in the field of air cargo is strongly preferable, but not mandatory