

Job description Logistic Controller and Agent

Organisation	Challenge IL (LGG)
Reports to	Logistic Manager
Location	Liège – Belgium
Position Code	CAL197
Job Purpose	The Logistic Controller and Agent manages truck orders, monitors shipments, and ensures accurate financial tracking of logistics costs. She/He finalizes revenue, processes invoices, and updates records. Additionally, she/he handles customer queries on cost changes and informs the relevant manager if needed.
Responsibilities	<ul style="list-style-type: none"> • Monitor and confirm truck orders and financial condition; • Finalize income and revenue on shipments; • Supervise and monitor shipments, charges, and AWB/truck costs; • Execute the confirm-to-invoice process; • Check AWB/truck costs invoices and update the system accordingly; • Control customer requests regarding any change in income/costs while informing the sales team or commercial manager.
Job Requirements	
Education	High School Diploma.
Experience, Skills, and Personal Attributes	<p>Experience:</p> <ul style="list-style-type: none"> • Minimum of 1-3 years' experience in customer support or as a client service representative with airline or a GSA. <p>Skills:</p> <ul style="list-style-type: none"> • Language: Fluent English required, French preferred; • Knowledge of airline booking system (Priority, IBS, SkyChain, Cargospot); • Familiarity with ERP/ CRM systems and practices; • Excellent teamwork, communication, and interpersonal skills in a multicultural setting; • Customer orientation and ability to adapt/respond to different types of characters and situations; • Strong phone contact handling skills and active listening; • Open-minded and willing to learn; • Ability to multi-task, prioritize, and manage time effectively; • A warm, welcoming personality, positive and flexible attitude.