

Job description LCC Officer

Organisation	Challenge IL (LGG)
Reports to	Station Manager LGG
Location	Liège – Belgium
Position Code	CAL227
Work Conditions	<ul style="list-style-type: none"> • 5 shift rosters; • Night shifts required.
Interactions	<ul style="list-style-type: none"> • Turnaround Coordinator • Handlers • RCC/Sales • Logistics • Offline Stations • Customer Service Malta
Job Purpose	<p>The LCC Officer oversees cargo availability, preparation, and readiness for turnaround activities, ensuring efficient load planning per the airline's weight and balance manuals. Serving as the point of contact for cargo-related inquiries, she/he coordinates with Commercial, Ops, OCC, MCC, and CHH teams, managing escalations when necessary. Additionally, she/he acts as the airline's representative to verify safety and quality in compliance with legal regulations.</p>
Responsibilities	<ul style="list-style-type: none"> • Proactively interfacing with the logistics team/ GSAs to ensure on time arrival of the cargo according to flight schedule; • Airline active supervision on both online & offline handling agents to ensure proper buildup progress and follow up on planning changes; • Distribute relevant messages to appropriate parties; • Identify gaps in planning vs operations obstacles and provide solutions to maintain and deliver the airline goals; • Ensuring maximum utilization of the flight in terms of payload and volume; • Active trouble shooting and supervision of the daily activity: customs, security, documentation, truck arrivals and build up; • Produce flight report, and follow escalation path in case of SLA deviation; • Maintain airline objectives in terms of OTP, Quality of Build-up, and Flight maximization; • Contribute to maintain all defined KPI's on target; • Interface actively with commercial team to fulfil all requirements in respect of the SLA;

	<ul style="list-style-type: none"> • Control the timeline of the flight build up and escalate if any of the checkpoint is by-passed; • Coordinate the activities on the ramp with the Turnaround Coordinator; • Give support to the Vertical Activity by supervising the special operation whenever it is requested; • Interface with the ground handler to make sure the needed information are communicated in due time; • Cross check the accuracy of the information in the system (such as weight, volume) to maintain highest level of data integrity; • Give support to offline stations whenever possible.
Job Requirements	
Education	<ul style="list-style-type: none"> • Minimum requirement: High School Diploma.
Experience, Skills, and Personal Attributes	<p>Experience:</p> <ul style="list-style-type: none"> • Experience and knowledge in load planning in an advantage. <p>Skills:</p> <ul style="list-style-type: none"> • Language: Fluent English required, French preferred; • Knowledge of cargo operations; experience in cargo build-up is an advantage; • Excellent teamwork and interpersonal skills; • Proven ability to influence cross-functional employees without formal authority; • Ability to execute multiple priorities in a fast-paced environment; • Excellent written and verbal communication skills; • Open minded and willingness to learn; • Ability to learn & deal fast with IT ERP system.