

Job description Logistics Agent

Organisation	Challenge IL (LGG)
Reports to	Logistics Manager
Location	Liège – Belgium
Position Code	CAL239
Job Purpose	The Logistics Agent plays a vital role in ensuring the seamless execution of trucking operations. This position is responsible for overseeing all logistical movements, coordinating shipments across multiple time zones, and maintaining real-time tracking for both imports and exports. Additionally, the role ensures strict adherence to operational deadlines and procedural compliance, contributing to the overall efficiency and reliability of logistics operations.
Responsibilities	<p>Operational Oversight:</p> <ul style="list-style-type: none"> • Verify On-Time Performance (OTP) and ensure compliance with set deadlines; • Maintain up-to-date trucking information based on actual freight flow (incoming/outgoing). <p>Issue Resolution & Communication:</p> <ul style="list-style-type: none"> • Identify and address operational issues, actively providing solutions and mitigation steps; • Generate and submit irregularity and discrepancy reports to relevant stakeholders and direct managers. <p>Shipment Coordination & Compliance:</p> <ul style="list-style-type: none"> • Ensure timely execution of all logistical operations, both for import and export; • Maintain clear communication with internal teams and external partners to optimize efficiency.
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 in the airline or logistics industry (added value). <p>Skills:</p> <ul style="list-style-type: none"> • Language: Fluent English required, French preferred; • Familiarity with ERP/ CRM / TMS systems and practices;

	<ul style="list-style-type: none">• Strong communication, teamwork, and interpersonal skills in a multicultural environment;• Strong organizational skills with the ability to multitask and prioritize effectively;• Positive attitude with a proactive and flexible approach;• Customer orientation and ability to adapt/respond to different types of characters and situations;• Open-minded and willing to learn.
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