Challenge Group

Job description LCC Team Leader

Organisation	Challenge IL (LGG)
Reports to	LCC Manager
Location	Liège – Belgium
Position Code	CAL305
Work Conditions	• 7 shift roster; • Night shifts required.
Job Purpose	*What is the Load Control Center (LCC)?* *The Load Control Center is responsible for planning, coordinating, and supervising aircraft weight and balance to ensure safe and efficient flight operations. This includes preparing load sheets, providing build instructions for cargo distribution, monitoring payload distribution, optimizing aircraft performance, and communicating with ground handling and flight crews.* The LCC Team Leader oversees all LCC operations, ensuring the safe and efficient loading of cargo in compliance with industry regulations and company standards. Acting as the primary point of contact for cargo-related inquiries, the Team Leader coordinates with stakeholders to manage Weight & Balance and verify loading instructions. They also conduct inspections of cargo handling processes and support daily operations to maintain safety, quality, and operational efficiency.
Responsibilities	The LCC Team Leader supervises and coordinates LCC activities, ensures compliance with safety and operational standards, and supports/mentors/trains team members. She/he handles escalations and complex load planning issues and liaises with other departments (Operations, Ground Handling, etc.). She/he is responsible for: **1. First Point of Contact for all LCC Officers** • Support LCC Junior/Senior Officers in resolving local operational issues. • Provide guidance on load-related challenges and discrepancies. **2. Communication & Coordination** • Act as the main liaison between LCC Junior/Senior Officers, CHH, and other stakeholders. • Ensure instructions are correctly followed and deviations are addressed proactively.

	• Implement a clear communication protocol with CHH, requiring timely responses and confirmations. **3. Escalation & Problem-Solving** • Identify and resolve operational bottlenecks related to loading, weight restrictions, and build-up errors. • Escalate unresolved issues to higher management in a structured manner. **4. Planning Responsibilities** • Fully manage and execute planning tasks previously handled by LGGOPS. • Ensure efficient flight load distribution based on weight, balance, and operational constraints. • Work closely with LCC Junior/Senior Officers to optimize load planning and minimize disruptions.
Job Requirements	
Education	• IATA DG 7.6 certified; • Weight & Balance certified.
Experience, Skills, and Personal Attributes	**Experience:** • Minimum 1 year as a load controller and/or industry standards and best practices. **Skills:** • Language: Fluent English required, French preferred; • Strong cargo operations knowledge: cargo buildup and load planning experience required; • Excellent teamwork, communication, and interpersonal skills in a multicultural setting; • Ability to execute multiple priorities in a fast-paced environment; • Ability to influence cross-functional teams, manage multiple priorities, and remain reactive under pressure; • Ability to travel for trainings purpose or support at the remote stations; • Quick learner with adaptability to IT ERP systems.

Job Description – Load Controller