



Air Cargo Operations Specialist Liege/LGG

Goal of the Air Cargo Operations Specialist

The goal of the Air Cargo Operations Specialist (ACOS) is to adapt, implement and manage rules and regulations formulated by the Station Operations Manager Liege/LGG (SOM) to ensure that the cargo operations at stations across their region are executed in a safe and secure and compliant manner.

The ACOS will be responsible to supervise the day-to-day operations on all fields of Air Cargo operation, provide air cargo solution for special requests and projects and ensuring process integrity and compliance on the assigned stations in close cooperation with the SOM and contracted service providers.

Responsibilities of the Air Cargo Operations Specialist

- Supervise all activities at Liege/LGG and assigned stations across the European region in coordination with and at the direction of the SOM. Ensure contracted service providers carry out ground handling activities in a cost effective, efficient, safe and secure manner. Proactively steer ground operations activities in line with MSC Air Cargo's service and quality expectation.
- Support MSC Air Cargo's Operations team in setting up new stations from initial requirement to the first operation.
- Adapt, develop and maintain processes, procedures to ensure MAC SOPs are adhered to and that the highest levels of quality are consistently delivered across the region.
- Support the SOM in coverage of Liege station's operation which will requires travel by all means of transportation.
- Maintain close cooperation and communication with MSC Air Cargo's HQ departments as well as regional stakeholders.
- Build and maintain relationships with internal and external stakeholders across departments and vendors.
- Ensuring cargo operations at station level are conducted in accordance with applicable Local government regulations and company rules and regulations. Provide strategic leadership setting the operations organizations direction while supporting safety objectives, implementing and managing standards and procedures as determined by the business and regulatory agencies to mitigate risk.
- Build relationships with local government regulatory agencies.
- Support and train a diverse team of employees across the region, focusing on the development and mentorship of highly skilled and self-motivated team members.

Tasks for Air Cargo Operations Specialist

- Supervise day to day operations on the assign station.
- Compile loadability and cargo planning requests. Conduct capacity calculation and build-up instructions for upcoming flights.
- Coordinate import handling activities by formulating clear instructions to service providers
- Evaluate and provide quality-driven air cargo solution for general cargo up to special commodities in close cooperation with MSC Air Cargo's commercial team.

- Actively supporting in compilation of normative documents and process description.
- Participate in various working groups to develop Air Cargo solutions.
- Execute adhoc charter and project operations as dispatched by Network Planning Department.
- Regularly attend operations at stations across the European region as assigned by the Cargo Operations Manager Europe to ensure operations are executed in accordance with MSC Air Cargo's standards.
- Observe, report and work on mitigation of service failures within the cargo handling of service providers.
- Attend station's performance meetings. Fix due date to CAPAs and observe that they were carried out.
- Ensure close cooperation and flow of information between network stations.
- Meet regularly with representatives of vendors and other stakeholders across the region.
- Ensure all regulatory reporting has been completed.

Qualifications for Air Cargo Operations Specialist

- You are able to work independently but also understand yourself as a team player.
- You approach challenges logical and solution oriented.
- You strive for high quality, have the ability to add strength to our multi-national teams.
- You are flexible, highly motivated, and open to travel within the region as well as occasionally worldwide.
- You are able to provide swift response and solutions on multiple complex requests.
- You actively contribute in developing MSC Air Cargo's operational excellence and willing to share your knowledge.
- You should be fluent in English; further languages would be advantageous.
- You have extensive experience in all kinds of shipments from general cargo to special products.
- You have strong interpersonal skills and excellent communication skills both written and verbal.
- You have at least 10 years of air cargo experience and 5 years of experience in Airline Cargo operations activities.
- You should have in-depth knowledge and experience in handling and working with full freighter aircrafts, preferably Boeing 777F.
- You have extensive knowledge and experience with ACMI, Charter, and dedicated lift solutions.
- You have a proven ability to distil complex, ambiguous information with clear, analytical framework to drive decisions keeping both safety and quality at highest priority.
- You have an extensive and in-depth knowledge of IATA standards and dangerous goods regulations.
- You have a thorough knowledge of Cargo Operations, and an understanding of hardware, software and protocols related to cargo handling systems.

Contact details

MSC Air Cargo
 HR department – Mrs. Delphine Muret, Senior HR Manager
 delphine.muret@msc.com