



Are you the **CUSTOMER SERVICE AGENT** Time Critical Solutions (TCS) Worldwide is looking for?

TCS, headquartered at Schiphol Airport, is a fast growing, international company, providing 24/7/365 time-critical solutions to freight forwarders. The services we offer are Hand-carry/Onboard Couriers (OBC), Air Cargo Charters and Dedicated Drives (Intra-Europe).

Transport via our OBC service ensures a more secure, seamless and faster delivery of time-critical consignments. We will offer an air cargo charter solution as an alternative for larger shipments or in case our OBC service does not meet the required deadlines of delivery. Throughout Europe, especially for time-critical shipments which can't be transported onboard aircraft due to schedule limitations, commodity/dangerous goods, size or weight, TCS can offer also dedicated road transport.

The job has many facets. You will become part of a small, young team, interacting on a daily basis with people of many cultures. Our customers and business partners are located around the globe. So, one moment you are on the phone with a customer in Asia, the next you are emailing with a freight forwarder in South-America.

Some examples of our assignments: When a production line of a car brand is disrupted, we will make sure that the necessary spare part is being delivered in the shortest time-frame possible. When there is an international fashion show, a designer of luxury garments asks us to transport his delicate and expensive dresses to the catwalk. We transport supplies for sporting events or components of medical equipment. Different customers with varying requests!

You are the first point of contact for our customers, being the 'ambassador' of our company so to say. Solving problems and finding solutions is your second nature. Our customers can rely on your support and understanding. Satisfying customers is your goal with everything you do.

We are looking for a customer service agent with knowledge of the air cargo industry, preferably with working experience at a cargo airline, cargo General Sales Agent or with time-critical products.

WHAT WILL BE YOUR TASKS AT TCS?

- Build a strong and trustworthy relationship with customers through open and interactive communication.
- Identify customers' requirements to provide the most efficient time-critical solution.
- Pro-actively provide status updates to customers about their consignment.
- Pro-actively follow-up sales leads.



WHAT IS IN YOUR BACKPACK?

- Fluent in English (spoken and written) and preferably in Spanish, French or Portuguese
- Excellent communication and active listening skills
- Vast network in freight forwarding
- Stress-resistant
- Flexibility, creativity and a cheerful spirit

WHAT MAKES TCS A PLEASANT EMPLOYER?

- International team
- Team spirit
- Open Communication
- Open for ideas
- Social (informal team events)

WHAT WE OFFER:

- Salary based on experience and education
- Holiday allowance
- Flexible working hours
- The possibility to work from home

Interested?

Please send your Curriculum Vitae before October 15th to Sander van Woesik, General Manager TCS Worldwide (sander.vanwoesik@tcs-worldwide.com).

