



Air Cargo - Customer Service Representative - Chicago, IL USA

Compensation \$35,000 to \$55,000 Annually

Benefits Offered 401K, Medical

Employment Type Full-Time

"An opportunity for growth within the exciting and dynamic airline industry"

We are an all-freighter airline with a modern 747 fleet serving rapidly developing markets in the Middle East, Central Asia, and the Far East.

We are seeking a Customer Service Representative to join our airline team at Chicago O'Hare! You will be responsible for helping customers by providing schedule and service information, handling bookings, quoting pricing, and resolving technical issues.

Responsibilities:

- Handle customer bookings for cargo space on flights
- Handle customer inquiries and complaints
- Provide information about our schedules and services, including pricing offers
- Troubleshoot and resolve service issues and concerns
- Document and update customer and shipment records based on interactions
- Develop and maintain a knowledge base of our services and shipping requirements

Qualifications:

- Previous experience in customer service, sales, or other related fields
- Previous air cargo industry or CargoSpot experience **a plus**
- Microsoft Excel experience
- Ability to build rapport with clients

- Ability to prioritize and multitask
- Positive and professional demeanor
- Excellent written and verbal communication skills
- Detail oriented

About Silk Way West Airlines:

Silk Way West Airlines fleet consists of 12 Boeing 747-series freighters. The carrier operates a global network of more than 45 destinations along the ancient silkroad with an enhanced network through Baku connecting China, Central Asia, the Middle East, Europe, Africa and North America.

Company address: 836 Patton Drive, O'Hare International Airport, Chicago IL 60666

Website: www.silkwaywest.com

Interested? Email: jesse.cohen@silkwaywest.com