



## Customer Service Specialist (f/m/d) Pharmaceutical Air Freight & Customs (GDP)

### What we are looking for

Do you thrive in a fast-paced and dynamic environment? If so, we have an exciting opportunity for you! We are a leading Pharma Logistics Company near Frankfurt Airport, providing customized cold chain logistics, warehousing, and customs clearance for the pharmaceutical industry.

We're seeking a highly motivated and customer-oriented individual to join our team as a Customer Service Specialist. You will be the primary point of contact for our valued customers and partners. You will play a crucial role in ensuring their satisfaction by providing prompt and effective assistance with their inquiries, orders, and concerns.

### Key Responsibilities & Duties

- › Adhere to relevant regulatory standards in pharma logistics and customs procedures.
- › Operational handling of pharmaceutical-sensitive air freight shipments (import & export)
  - Customs clearance of temperature-controlled, time-critical and regulated pharmaceutical goods
  - Preparation, review and processing of import and export customs declarations (ATLAS)
  - Execution and monitoring of T1 transit procedures
- › Order intake via all common communication channels
- › Organize your shipments – from preparation in the warehouse and customs warehouses under GDP aspects, to booking the dispatch and ensuring smooth routing with international partners
- › Ensuring GDP-compliant process handling throughout the entire supply chain
- › Monitoring temperature requirements, transit times and handling instructions
- › Review and management of shipment-related documents (e.g. commercial invoice, packing list, AWB, temperature logs, releases/approvals)
- › Identify opportunities for process improvements and actively contribute to enhancing the customer experience.
- › Close coordination with customs authorities, airlines, handling agents, warehouse operators and customers
- › Monitoring customs status, releases and critical deviations
- › Escalation management and handling of temperature excursions, delays and customs holds
- › Ensure up-to-date documentation in compliance with GDP, SOP and audit requirements
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### Professional Requirements (Must-have)

- › Completed vocational training as a freight forwarding and logistics services clerk or comparable qualification
- › Several years of professional experience in air freight handling of pharmaceutical or healthcare shipments
- › Proven experience in customs operations, especially:



- Import and export customs clearance
- T1 transit procedures
- Temporary storage (bonded warehouse)
- Customs warehousing
- › Very good knowledge of customs and foreign trade law
- › Confident handling of ATLAS
- › Solid knowledge of GDP guidelines (EU GDP Guidelines)
- › Experience in handling temperature-sensitive shipments (2–8 °C, 15–25 °C, frozen)
- › Clean background record for employment in the air cargo security sector (background/security clearance – ZVÜ/ZÜP)

### Professional Requirements (Nice-to-have)

- › Experience with GxP-regulated products (pharmaceuticals, biotech, cell & gene therapy)
- › Knowledge of temperature-controlled packaging systems (passive / active)
- › Experience in handling temperature data loggers
- › Knowledge of AEO, TAPA or GDP audit processes
- › Experience with SAP GTS, CargoSoft, Dakosy or comparable systems
- › Training or certifications in GDP / pharmaceutical logistics
- › Experience in handling dangerous goods (DG)

### Personal Competencies

- › Customer-oriented mindset with a genuine desire to help and satisfy customers
- › Fluent in English & German (both written and verbal) with exceptional communication skills
- › Committed team player with a hands-on mentality and ability to work independently
- › Advanced MS-Office skills
- › Very high awareness of quality and compliance with a strong attention detail and accuracy
- › Fast and confident decision-making in case of deviations and escalations with the ability to work under pressure in time-critical situations
- › Experience in logistics and customs, particularly within the pharmaceutical industry, is highly advantageous

### What we offer:

- › Challenging tasks and projects combined with a high degree of personal responsibility
- › Permanent employment contract and long-term development prospects
- › Creative freedom, flat hierarchies, and fast decision-making processes
- › Attractive fixed salary

Join our team in Frankfurt and be part of something impactful! Your application is to be sent to [career@logistics4pharma.de](mailto:career@logistics4pharma.de) in PDF format. We are looking forward to meeting you!