

Cargo Services Officer

Cathay Pacific | Airport & Cargo Operations | Cargo Department | Permanent | Anchorage, Alaska, USA | Application deadline: 21 Aug 2026

Company Description

Cathay is a leading premium travel lifestyle brand based in Hong Kong, offering products and services across four lines of business – Premium Travel, Cargo, Low-Cost Travel and Lifestyle. The Cathay Group comprises premium full-service airline Cathay Pacific, cargo business Cathay Cargo, low-cost airline HK Express, express all-cargo carrier Air Hong Kong, and various other subsidiaries.

Cathay Pacific was founded in Hong Kong in 1946. The Group has been deeply committed to its home base, extending to the rest of Greater Bay Area, and making substantial investments to develop Hong Kong as one of the world's leading international aviation centres.

Role Introduction

Cathay Pacific Airways is looking for an enthusiastic, service-oriented individual to join the Cargo team in Anchorage, AK. The successful candidate will assist with the operational and reservation functions for the port including oversight of suppliers to ensure compliance to Cathay Service levels and regulatory requirements. The candidate will also be providing support to port management to drive service excellence while also ensuring the highest standards of safety.

Customer Service

- Support cargo reservations and bookings whilst providing exemplary customer service
- Provide timely vendor notification for on time and delayed flights
- Provide timely shipment status updates to customers
- Help to manage Ground Handling Agent performance and provide guidelines and instructions
- Support the established performance targets through operational oversight and participation

Key Responsibilities

Administrative Support

- Prepare flight documentation for crew and Customs
- Check and review post flight documentation
- Prepare post flight reports in a timely and accurate manner
- Provide freighter catering uplift and last minute changes
- Coordinate effectively between engineering, airport operations, air traffic control and vendors to ensure smooth communication and service provision
- Coordinate cargo service activities between sales, operations and ground handling in order to ensure efficient handling of shipments
- Communicate effectively via various channels stakeholders including customers, airport and cargo operations, suppliers, flight crew etc.
- Assist with various administrative station tasks such as SAP
- Coordinate weather diversions at diversion sites
- Handle diversion of Cathay Pacific Flights when required
- Assist with crew administration and support matters at the port
- Support station training activities as required
- Support station management in supplier oversight including reporting Ground Handling Agent performance issues
- Any other reasonable task as requested

Ramp Coordinator (RCO) - note typically for Freightler ports so may not be applicable for every Cargo Services Officer role

- Monitor and ensure the required procedures are properly carried out by Ramp Handling Operator and the Cargo Terminal Operator particularly for special cargo, movement of in/out cargo and mail units on an ad-hoc basis, loading and unloading of freighter, etc.
- Monitor the optimization of space utilization for loaded Unit Load Devices and the belly of freighters
- Ensure aircraft searches required by the Security Program are conducted prior to loading
- Maintain good communications with captain-in-command, Ramp Handling Operator, Cargo Terminal Operator and the Cargo Office
- Liaise closely with the Cargo Office to provide up to date information of freighter positioning when there is disruption of schedule
- Quickly resolve issues on the ramp as required
- Ensure safe operations are maintained at times particularly during loading and unloading of freighters
- Assess the cause of any delay and provide recommendations to the immediate supervisor on accountability for the cause and solution
- Monitor the acceptance and release of such special cargo as animals, engine, vehicle, bulky shipment, and odd-sized items
- Coordinate the activities in the warehouse and conduct quality checks on cargo handling from the Cargo Terminal Operator and the Ramp Handling Operator
- Any other reasonable task as requested

Safety, Security and Compliance

- Help to ensure compliance and conformance to all regulatory and internal safety, security, quality, and procedural requirements
- Undertake quality check programs established by Head Office and participate in audits as required

E&A

- Emergency and Accident and Crisis Response responsibilities as required

Requirements

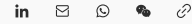
Academic Qualifications

- Completion of High School / GED or equivalent combination of education, training, and experience is required

Knowledge, Skills, Training and Experience

- Minimum 2 years' experience in the cargo industry is an advantage
- Strong communication skills
- Natural customer service orientation
- Attentive to detail
- Knowledge of MS Word, Excel and PowerPoint

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Additional Requirements

- Fluency in English and Spanish is strongly preferred
- Must possess a valid state issued driver's license
- Must successfully pass all pre-screening clearances, including a background check and pre-employment drug screen upon contingent job offer
- Obtain and retain necessary credentials and clearances (CBP Customs Seal and Driving Icon) per local requirements
- Must successfully pass safety training examination and receive certification before starting operations
- Strong cognitive reasoning and mathematical skills are essential
- Ability to inspect and assist in manoeuvring loaded pallets up to 50 lbs frequently
- Ability to manage competing priorities in a fast-paced environment with tight deadlines
- Comfortable working at the warehouse, on aircraft, and outdoors on the tarmac in all weather conditions
- Must comply with the Company's mandatory COVID-19 Vaccination policy
- Must have the right to live and work in USA

Background & Security

- Certain Employees will be required to obtain a Security Identification Display Area, (SIDA) badge provided by the airport authority and maintain good standing to retain their SIDA badge.
- Employment will require successful completion of a 'Background Check' and 'Drug Free Workplace' test

Benefits

Cathay Pacific Airways is proud to offer eligible employees competitive Compensation & Benefits package, as varied by location, regularly scheduled hours worked, length of employment and employment status as highlighted below.

- Travel Privileges on Cathay Pacific Airways Global Network
- Extensive well-being programs including health, dental, prescription, vision, virtual doctor visits and flexible spending accounts and employee assistance program benefits to help you stay well.
- 401K Matching Program
- Paid Holiday & Vacation
- LTD & Basic Life Insurance
- If this position requires a uniform, a uniform allowance will be provided.
- To learn more about Cathay Pacific as a Certified Great Place Employer – [Please Click Here](#)

Personal & Application Information

Cathay Pacific Airways is an *Equal Opportunity (EOE)* and *Affirmative Action (AA)* employer. All qualified applicants will receive consideration for employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status and other protected status as required by applicable law and will not be discriminated against. Cathay Pacific Airways is an E-Verify participating employer.

If you require assistance or an accommodation in completing any aspect of the application process, please contact the Cathay Americas Recruiting team at: jobs@cathaypacific.com.

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