

Air cargo agent

Air cargo agents in this guide handle cargo information, customer enquiries and documentation. Job titles vary: some employers also use “cargo agent” for warehouse work. This record focuses on the administrative/customer-facing function; physical warehouse handling has its own guide and must be checked separately in a combined post.

Other titles to compare: Cargo acceptance agent. Titles alone do not establish equivalent duties.

What the role does

- Check and update shipment information and supporting documents.
- Respond to customers and coordinate with cargo/warehouse teams.
- Trace discrepancies and maintain records within assigned authority.

Where the work happens

Cargo office or customer-service counter, working with airline, forwarder and warehouse teams.

Employer example 1

dnata Singapore • Singapore • Cargo Agent - dnata Singapore

Vacancy status unconfirmed not an offer • Checked 2026-10-27 [E060-DNATA-SG]

Category	What this employer states
Essential in this source	GCE O or N Levels; customer-oriented service capability.
Desirable in this source	Logistics and warehouse experience.

Dated 2025 employer posting; no closing date is shown and current hiring is unconfirmed.

Employer example 2

dnata Switzerland AG • Switzerland - Geneva/Zurich career context • Administrative Cargo Agent

Standing role description not a vacancy • Checked 2026-10-27 [E060-DNATA-CH]

Category	What this employer states
Essential in this source	English proficiency and excellent computer skills are explicitly essential for the administrative function.

Specific evergreen role description, not a live vacancy or complete selection specification. Warehouse-agent tasks on the same page are not reassigned to the administrative role.

Desirable requirements are not separately classified here; do not infer that none apply.

PREPARE AND VERIFY

Separate requirements from preparation

Singapore: relevant dangerous-goods functions: CAAS identifies initial/recurrent dangerous-goods training and records for the listed organisations, including cargo ground handlers. Relevant programmes require approval. An office title does not itself confer acceptance authority, and the Singapore framework is not a Swiss or worldwide personal cargo-agent licence. [O060-CAAS]

Still to verify: Singapore vacancy status is unconfirmed; the Swiss example is a role description rather than a dated vacancy. Swiss local training and access applicability remains unresolved.

Explore a realistic entry route

- Compare two task lists and mark each duty as customer service, documentation, warehouse work or specialist acceptance. Ask whether one person combines these functions. This prevents choosing a course for a title whose actual work differs from the job you want.
- Practise clear written updates, accurate data entry and checking information against its source in a normal study or administrative setting. Record corrections transparently. Learn the meaning of common cargo terms from public introductory resources, without treating a glossary as authority to accept or release a shipment.
- For a current opening, clarify induction, systems training and any function-specific assessment before deciding what to study. Distinguish a school qualification from an employer's preferred experience. A qualification named in one country cannot be assumed equivalent to another country's school award.

Build evidence of your skills

- Create an invented customer-status log with reference, confirmed update, unresolved question and next review time. Deliberately include one missing field and show the request for clarification rather than filling it with a guess.
- Write a concise fictional handover from an office team to a warehouse team. Separate what was requested, what was confirmed and what still needs authorised approval. Do not use real cargo manifests, airwaybills or customer personal information.

Prepare for an interview

Reflection prompts only, not questions claimed to be used by an employer.

- Preparation prompt: describe a time when you spotted conflicting paperwork or data. How did you verify the information and keep the customer informed without promising an outcome you could not control?
- Ask how office staff are trained for the commodities and functions they handle, who authorises exceptions and how shift handovers work. Do not request access to restricted cargo systems or security procedures.

Investigate possible next roles

Explore cargo customer-service specialisms, documentation quality or coordination roles after appropriate experience. Dangerous-goods acceptance, brokerage and load control require separate scope and competence checks.

Sources and scope

[\[E060-DNATA-SG\] dnata Singapore Cargo Agent - dnata Singapore](#)

Vacancy status unconfirmed not an offer. Singapore. Checked 2026-10-27.

[\[E060-DNATA-CH\] dnata Switzerland AG Administrative Cargo Agent](#)

Standing role description not a vacancy. Switzerland - Geneva/Zurich career context. Checked 2026-10-27.

[\[O060-CAAS\] Civil Aviation Authority of Singapore Carriage of dangerous goods](#)

Dangerous-goods training obligations for the listed organisations and relevant employees. General authority overview; exact employee function and approved employer programme determine applicability. Swiss requirements are not established by this source. Checked 2026-10-27.

Educational requirements guide, not operational instruction or an employment guarantee. Verify current requirements with the relevant authority and employer. Conditions belong to the named employer, post and jurisdiction. They are not worldwide eligibility rules; check the current advertisement and local authority before making training or application decisions. No customs declaration, dangerous-goods acceptance, cargo-release or loading instruction is supplied. No job guarantee.