



International Logistics Customer Support (m/f/x)

Jetzt Bewerben

At Grob Aircraft, we've spent decades designing and manufacturing some of the world's most advanced training aircraft, trusted by air forces across the globe. Now, as part of Helsing - Europe's leading defense AI company, we are combining proven aviation excellence with state-of-the-art artificial intelligence to redefine what's possible in aerospace.

This is more than a logistics role. It's your opportunity to ensure that our aircraft, parts, and services reach customers worldwide - on time, in compliance, and with the level of precision our mission demands. You will work at the intersection of global supply chains, high-tech manufacturing, and international defense operations.

YOUR MISSION

- Be the trusted point of contact for our global customer base, handling inquiries on logistics, delivery schedules, and order status
- Ensure flawless export/import processes, complying with aviation,

WHAT YOU BRING

- Degree or vocational training in logistics, supply chain management, or related field
- 3+ years' experience in international logistics or customer service, preferably in aerospace, defense, or other high-tech industries

customs, and export control

regulations (ITAR/EAR, EU customs)

- Coordinate closely with internal teams (Production, Quality, Procurement) and external logistics partners to guarantee operational excellence
- Prepare and manage all shipping documentation, customs declarations, and transport records with accuracy and efficiency
- Monitor shipments in real time, proactively solving issues before they become problems
- Provide dedicated after-sales logistics support for spare parts and maintenance services, keeping fleets mission-ready

- Strong understanding of export controls, customs procedures, and Incoterms
- Fluent in German (>B2, written and spoken) and English. Any other language is welcome.
- Proficiency with ERP systems (SAP or similar) and MS Office tools
- A detail-oriented, solutions-driven mindset with the ability to perform under pressure

Why Join us?

Shape the future of aviation in a company that blends proven aerospace expertise with cutting-edge AI innovation

Work in an international environment with short decision-making paths and direct impact on critical projects

Opportunities for professional growth in a rapidly expanding organization

Kontakt

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