



SENIOR CARGO CHARTER EXECUTIVE. TORONTO, CANADA

Are you ready to charter your own career?

The runway to success in global aviation begins here...

Are you looking for an opportunity to work for a global brand where you can use your skills, be part of a diverse team and grow with a dynamic company?

Chapman Freeborn is seeking an **Senior Cargo Charter Executive** for our Cargo team based out of our **Toronto, Canada** office on a hybrid basis, who thrives in a fast-paced environment and wants to learn and grow with a global team.

We will provide the successful candidate with training, as well as the industry know-how. Bringing strong professional connections from clients and customer relationship management skills are essential for the successful candidate to bring.

Purpose of Role

- To generate and manage a portfolio of cargo charter clients and actively develop new business.
- To quote and manage all aspects of brokered cargo charter flights, from initial request & proposal, contracting, handling of flight operation to its completion including following up with client and closing of job files.
- To maximize business opportunities by comprehensively checking all possible air transport options for each RFQ, offering custom tailored charter solutions that meet client requirements within budget, adhering to all operational and compliance guidelines all while ensuring a profit for the company.
- To collaborate, participate and contribute to a positive and proactive team atmosphere at all times ensuring the highest level of customer service and satisfaction for clients at all times.
- To comply with all applicable safety, compliance and TSA protocols at all times.

Key Job Responsibilities

- Provide clients with timely and competitive charter flight options.
- Communicate effectively with aircraft providers to ensure swift responses and availability.

- Negotiate rates with aircraft suppliers to secure the best value for clients.
- Evaluate and apply a market-competitive profit margin for each offer.
- Follow up regularly to maximize booking probability and conversion.
- Ensure all contracts, insurance, and regulatory matters are legally compliant and meet company policies.
- Verify supplier contracts and align them with company charter agreements.
- Issue flight briefs containing all critical flight-related information.
- Identify and source suitable aircraft charter solutions tailored to client needs.
- Keep clients informed about any developments or changes related to their bookings.
- Maintain consistent communication with clients, ensuring engagement within a 90-day contact window.
- Log all client interactions and activities in the CRM system for accurate records.
- Arrange on-site meetings and quarterly business reviews (QBRs) with key clients.
- Participate in team meetings and conference calls to share market intelligence.
- Coordinate with airlines and confirm availability to maximize sales opportunities.
- Work with other cargo team members to solve complex and time-sensitive issues efficiently.
- Identify new client prospects and market segments for business growth.
- Verify supplier invoices and work with finance to issue client invoices and track payments.

What We Offer

- Competitive salary
- Comprehensive benefits package
- Opportunity to join a global company and be part of a diverse international team
- Professional development and career opportunities
- Unlimited access to thousands of courses on LinkedIn Learning platform

With more than 50 years of experience, the Chapman Freeborn group provides a diverse range of aviation-related services on a global basis. Our expertise in all areas of the air charter industry makes us the number one choice for many of the world's leading logistics providers, multinational corporations, travel partners, and well-known names from the entertainment business.

Chapman Freeborn is a family member of Avia Solutions Group, a leading global aerospace services group with almost 100 offices and production stations providing aviation services and solutions worldwide. Avia Solutions Group unites a team of more than 11,500 professionals, providing state-of-the-art solutions to the aviation industry and beyond.

Chapman Freeborn aims to promote equality, diversity, fairness and respect for future and current staff at

all levels of the organization. We aim to provide equal opportunities in all aspects of employment and to ensure that the talent and skills of all individuals are maximized. Will replace with below paragraphs with the advice of the legal department.

Chapman Freeborn provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Chapman Freeborn combines over 46 years of experience with unrivaled global coverage to meet the air charter requirements of customers 24 hours a day, 365 days a year. The company's diverse client base includes major corporations, governments, non-governmental organizations (NGOs) and relief agencies, as well as high net worth individuals (HNWIs) and prominent figures from the entertainment world.