



DIRECTOR OF PASSENGER CHARTERS - DACH. COLOGNE, GERMANY / HYBRID WORK

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? We are looking for a **Director of Passenger Charters** to join the team in the **DACH region** (Germany, Austria, Switzerland). The successful candidate will be passionate about the aviation industry, target- and goal-driven, and have experience in a regional leadership role within the Air Charter Industry.

Purpose of the Role

- To proactively identify targets and secure business opportunities across the Passenger Product
- To build strong and productive relationships with new and existing clients to ensure business objectives are achieved.
- Responsible for developing the Passenger Sales Strategies and implementing related business objectives across the region in line with Vice President Passenger – Europe.
- Accountable for building and implementing UK Passenger broker strategy, as well as UK Sales strategy
- Accountable for developing future growth and enhancing the position of the company as a market leader.
- Accountable for achieving growth and hitting sales targets.
- Designing and implementing a strategic sales plan in conjunction with the Vice President Passenger - Europe and to expand the company's customer base and ensure its strong presence.
- To achieve agreed KPIs based on Gross Profit achievement, and recruitment.

Responsibilities of the Role

- To proactively support the development and implement related business objectives across the Region in line with the VP PAX – EU
- Working in conjunction with the Vice President Passenger - EU to develop with them, country specific plans in line with Passenger Sales Strategies and to support the maintenance of relationships with existing and new clients, as well as suppliers, to generate further business.
- Monitor and report progress monthly against Passenger Sales Strategies and report to the VP PAX - EU monthly highlighting any issues or concerns making recommendations for action where

applicable.

- Work towards and encourage the team to meet the agreed targets and in line with all agreed group sales and operations strategies.
- To encourage your teams and take an active role in proactively identifying opportunities to grow the business in new and existing markets to ensure business objectives are met.
- To encourage your teams and take an active role in generating and managing a portfolio of clients and actively develop new business through initiatives including following up on new leads, client recommendations and networking opportunities.
- To encourage your teams and take an active role in actively pursue incentive and marketing agreements with clients.
- Use initiative to identify new potential areas for business development.
- Work in partnership with the Region's Passenger Brokers and Sales Managers by providing them with all relevant information and supporting them throughout the brokering process.
- Keep up to date with competitor activity to identify business opportunities. Client Relationship Management
- To manage and assist the broking teams in managing clients where necessary.
- Liaise with clients to identify requirements and source suitable, competitive aircraft charter solutions.
- Visiting potential, new and existing customers with a view to generate further business.
- Maintain and develop relationships with both key clients and new business leads to maximize business opportunities and increase client loyalty in an industry where client retention is never guaranteed
- Maintain and develop internal relationships within the Passenger and Private Jet Charter teams and the Chapman Freeborn group of companies.
- Provide leadership by example and hands-on support to Passenger Sales staff in EU and further afield when required.
- Foster a highly collaborative, commercial approach to inter-company business encouraging greater communication at all levels. Positively communicate Passenger Sales Strategies in conjunction with the VP Pax - EU and to all sales staff in the Region
- Act in a professional, confidential and appropriate manner in all staff interactions and employee matters.
- Work in conjunction with the VP Pax - EU to build the sales focus and dedication in the region
- To create, propose and work in conjunction with the yearly strategies laid out by the Board of Directors, Senior Management and Management teams. People Management
- Act in a professional, confidential and appropriate manner in all staff interactions and employee matters.

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 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, colour, 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.