



## **CARGO KEY ACCOUNT MANAGER - EUROPE. GATWICK, UNITED KINGDOM**

**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's Cargo Sales team in Europe is looking for a **Cargo Key Account Manager - Europe**, based in our **Gatwick UK** office, 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 promote Chapman Freeborn to major clients and enhance revenue/GP through planning and implementation of a Key Accounts Commercial Strategy withing Europe.
- To work closely with the Europe country managers to align and coordinate operations and sales activities for the commercial benefit of the Company and to provide solutions where issues arise.
- To assist the Group by delivering new Key clients and enhancing existing customer's business in Europe linking with global teams, by also utilising the supporting teams in the Europe region.
- To maximise business opportunities by offering tailored solutions to meet Key client requirements within budgetary and operational restrictions whilst making suitable profit for the company.
- To continuously achieve and meet budgeted GP for the assigned territory and the Key account portfolio.
- Achieve the agreed KPIs as well as the respective yearly budget numbers whilst maintaining cost control measures.
- Adapt a proactive approach to sales and implement commercial initiatives.
- Explore and develop new revenue streams through partnership relationships.

### **Key Job Responsibilities**

- In conjunction with EU Cargo SVP/VPs, create a Key Account Strategy and implement in Europe.
- Drive business increase and support from Key Accounts and create customer loyalty.
- Introduce account development plans (ADP)
- Key Account reporting - in conjunction with the COO, overhaul reporting to ensure consistent and accurate analytical insights to develop business and satisfy minimum reporting standards for customers.
- Monitor progress monthly against key account strategies and report back to Cargo VP/SVP, highlighting any issues or concerns making recommendations for action where applicable.
- Champion Key account issues within the organization, establish performance indicators. Primary point of liaison with customer on all business-related matters. Agree process with customer to monitor CF

performance and retain accountability to address issues affecting Key customer support. Work with other departments to ensure continuous consistent service and growth.

- Working in conjunction with the cargo team to manage and process enquiries and tenders as well as resulting awards / fixtures.
- Ensuring that all tenders and quote requests are attended to immediately upon receipt.
- Deciding who should assist you in working on the requirements, mentoring and delegating as appropriate.
- Developing long term business relationship with clients and suppliers.

## **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
- Contribute towards innovative solutions, processes, product development that help keep Intradco Global at the forefront of specialized Live Animal logistics & other air cargo verticals

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.

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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.