



REGIONAL MANAGER - AMERICAS. MIAMI, UNITED STATES OF AMERICA (THE)

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?

Intradco Global is looking for a **Regional Manager** for the **Americas** Region located in **Miami, Florida**, who thrives in a fast-paced environment and wants to learn and grow with a global team. Training and industry knowledge will be provided; however, this role requires a seasoned background in air cargo, logistics, or air freight, gained in commercial or operational roles.

Purpose of the Role

- To support the Senior Vice President – Americas in leading and scaling the Americas region, contributing across commercial, operational support, administration, legal, finance, and strategy.
- To deliver the region's commercial performance against annual GP targets through hands-on quoting and broking, key account management, pricing authority, and disciplined pipeline execution.
- To ensure the Americas team is supported and set up for success through effective coaching, coordination, prioritisation, and a high-performance culture as the region grows rapidly.
- To ensure the Company CRM is utilised to its full capability across the Americas, with strong data quality, consistent usage, reporting cadence, and clear visibility of pipeline, GP, active projects and client activity.
- To support flight operations and shipment execution when required, including contributing to SOP development, operational planning, escalation management, and occasional on-ground project management.
- Contribute towards innovative solutions, processes, product development that help keep Intradco Global at the forefront of specialized Live Animal & Specialist Cargo (live events) logistics.
- Working across the Americas region, collaborating with our global teams and partners.

Responsibilities of the Role

- Support the SVP Americas in day-to-day leadership of the region, including prioritisation, coordination, coaching, and performance support.
- Effectively manage personnel in line with Group HR policies, procedures, and local legislation.
- Act in a professional, confidential, and appropriate manner in all staff interactions and employee matters.
- Assist in setting annual team targets and monitor individual performance against expectations.
- Ensure the team handles broking enquiries professionally from quoting through contracting and operational management, within budget and profit expectations.
- Play a key role in scaling the Americas organisation, supporting recruitment, onboarding, training, culture, and consistent standards.

- Hold pricing authority for the Americas region within agreed commercial guidelines and escalate non-standard or high-risk decisions when required.
- Communicate and negotiate with aircraft providers to procure best value solutions.
- Ensure timely, accurate offers with detailed information are provided to clients and followed up through to confirmation.
- Support contract workflow discipline, ensuring correct approvals, risk checks, and use of standard templates and terms.
- Ensure all contracts, insurance, and regulatory matters are accurate, compliant, and aligned with company requirements.
- Issue flight briefs containing all required flight and operational information.
- Liaise with clients to identify requirements and source suitable, competitive aircraft charter solutions.
- Maintain and develop relationships with key clients and new business leads to maximise opportunities and client retention.
- Ensure clients are kept informed of all developments linked to specific bookings.
- Act as a senior escalation point for key clients across the Americas.
- Identify new potential areas for business development and support sales activity for new business.
- Proactively generate and convert new opportunities through outreach, networking, referrals, and account planning.
- Support and operationally manage complex air charter and project movements, including Live Animal, Event Logistics, Perishables, Foodstuffs, and cool chain cargo.
- Liaise and develop working relationships with key operational partners, including veterinarians, ground handlers, airline operations, and customs.
- Tailor and implement operational processes and standard operating procedures for Intradco Global.
- Provide customs guidance to clients and internal teams to ensure adherence to global customs protocols.
- Travel periodically to project manage or supervise high-stakes shipments when required.

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

Recruitment agencies: please note we have an in-house recruiter alongside a preferred agency list which we review annually. Therefore, we do not accept any CVs or applications sent to us on a speculative basis. We are pro-active in reaching out to agencies if there is a business need so please refrain from calling us.

Intradco Global 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.

Intradco Global combines over 30 years of animal transport experience with unrivalled global coverage, making it a market leader for equine, livestock and conservation project shipments. The UK-based company's bespoke services have seen it become a trusted partner of horse shippers, owners and trainers – with grooms accompanying the animals to ensure their comfort and wellbeing during flights. Intradco leases custom-designed air stalls and penning equipment, making it a favourite with many of the world's leading airlines. The team's expertise in accommodating unusual species also makes them popular with animal welfare organisations relocating endangered animals.