



## **CARGO ACCOUNT MANAGER - COMMERCIAL (MIAMI). 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 **Commercial Cargo Account Manager** located in **Miami, Florida** 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 **cargo and sales** skills are essential for the successful candidate.

### **Purpose of the Role**

- To manage all aspects of a Cargo charter flight from initial request to putting offers together, following up with client and carrying through to booking and handling of flight operation to its completion.
- To maximise business opportunities by offering tailored solutions to meet client requirements within budgetary and operational restrictions whilst making suitable profit for the company.
- To generate and manage a portfolio of clients and actively develop new business through initiative including following up on new leads, client recommendations and networking opportunities.
- Contribute towards innovative solutions, processes, product development that help keep Intradco Global at the forefront of specialized Live Animal logistics & other air cargo verticals

### **Responsibilities of the Role**

- Communicate effectively with aircraft providers for offers
- Negotiate with aircraft providers when necessary to procure best value for clients
- Evaluate suitable commission schedule
- Ensure timely offer with detailed and accurate information is provided for clients
- Follow up regularly and work towards confirmation
- Ensure all contracts, insurance and regulatory matters are accurate, legally compliant, and that the company requirements are met
- Verify the supplier contract in detail and ensure all terms comply with CF charter agreement
- Issue a flight brief with all flight-related information
- Liaise with clients to identify requirements and source suitable, competitive aircraft charter solutions
- Maintain and develop relationships with both key clients and new business leads to maximise business opportunities and increase client loyalty in an industry where client retention is never guaranteed
- Ensure the client is always kept informed of any developments linked to specific bookings

- Utilize initiative to identify new opportunities for business growth.
- Provide support for sales activity for new business development.
- Cold calling prospect clients to help build on our successful portfolio of existing clients.
- Maintain and develop relationships with both key clients and new business leads to maximise business opportunities and increase client loyalty in an industry where client retention is never guaranteed.
- Operationally manage complex air charter/freight/project movements. This will include but not limited to the following specialized niches – Including but not limited to Live Animal, Event Logistics, Perishables, Foodstuffs and other cool chain industries. This will include international travel.
- Be a first point of contact for key clients to discuss, design, and execute operational plans for their respective projects.
- Liaise, plan and develop working relationships with key operational partners, including but not limited to veterinarians, ground handling agents, ground staff, grooms, airline operations, and customs.
- Tailor the existing operational processes and create standard operating procedures for IG/CF that will be implemented, followed and reviewed regularly
- Provide customs advice to both clients and the internal Intradco Global team for the purpose of adhering to correct global customs protocols, providing clients with custom entries, and managing stall/ULD logistics
- Foster a highly collaborative approach to market-focused solutions, encouraging excellent intra-team communication at all levels.
- Positively communicate cargo operations protocols and improvements with the team

## 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.

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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.