



PASSENGER CHARTER BROKER - SPAIN & PORTUGAL. MADRID, SPAIN

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 **Passenger Charter Broker** to join the team in **Madrid, Spain**. The successful candidate will be passionate about the aviation industry, target- and goal-driven, and have experience in the Air Charter Industry, specifically in the **Spanish and Portuguese markets**.

Purpose of the Role

- To manage all aspects of a flight from initial request to searching market, putting offers together, negotiating in buying and selling process, then following up with client and carrying through to booking and flight set-up.
- To maximise business opportunities by offering tailored solutions to meet client requirements within budgetary and operational restrictions whilst making a 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.

Responsibilities of the Role

- Communicate effectively with aircraft providers for offers.
- Use established in-house systems and formats to log and generate quotes.
- Negotiate with aircraft providers when necessary to procure the best value for clients.
- Evaluate a suitable commission schedule.
- Ensure timely offers 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 company requirements are met.
- Verify supplier contract in detail and ensure all terms comply with CF charter agreement.
- Issue flight brief with all flight-related information.
- Communicate with suppliers at all times to ensure clients' requirements are met.
- Use established in-house systems and formats to log and generate operational documentation.
- 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.

- Manage all operational aspects of charters from the first enquiry to the completion of the trip.
- Ensure client is always kept informed of any development linked to specific bookings.
- Use established in-house systems to document client relationship management.
- Building up strong relationships when making cold calls to new clients.
- Verify supplier invoices.
- Communicate with accounts to issue an invoice to clients and ensure accuracy.
- Follow payment schedule and ensure payments are made/received.
- Ensure all financial information is accurately and thoroughly recorded in in house systems.
- Use initiative to identify new potential areas for business development.
- Develop new business through initiative, follow up on new leads, client recommendations and pro-active networking.
- Provide support for sales activity for new business development.
- Cold calling prospective clients to help build on our successful portfolio of e

Qualifications

- 3+ years of experience in the Air Charter Industry
- Familiarity with the local market

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

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.

Salary comment: € per year

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.