



CCM BROKER (BENELUX). OOSTERLAND, NETHERLANDS (THE) / REMOTE

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 Cargo Capacity Manager to join the team in The Netherlands. The successful candidate will be passionate about the aviation industry, target and goal driven and have experience in cargo capacity, logistics, air freight.

Purpose of the Role

- Provide prompt and efficient aviation logistical services to internal and external clients.
- Provide a professional and positive image of the Company to clients and suppliers.
- Promote and act positively upon commercial opportunities within the group (internal only).
- To present your CCM product in your local market for open capacity on CF charter flights, capacity of other carriers and Magma scheduled flights.

Responsibilities of the Role

- Continuous monitoring and action of requests by suppliers and clients.
- Follow the Company operating systems and procedures.
- Updating the database with new projects and information.
- Raising Requests for Services.
- Reconcile projects to the point of closure.
- Requesting and checking airline schedules and live flights tracking.
- Monitoring all aspects of the ground processes prior and upon arrival (trucking / Cargo handling).
- Updating our own relevant booking systems.
- Obtaining documents from customers (AWBs, Security and DGR Sheets etc.).
- Ensure all outstanding requests are followed up on a daily basis.
- Approval of invoices for all services used by Operations department and also prepare outgoing invoices.
- Ensure the most (cost) effective planning is actioned.
- Ensure all contracting agreements are accurate and legally compliant.
- Keep up to date on latest operational capabilities of aircraft, airports, operators and handlers.
- Shift work (weekends) and any other duties as may be appropriate from time to time.
- Maintaining long-lasting relationships with existing customers through exceptional after-sales service.

- Actively sourcing new sales opportunities through cold-calling and emailing.
- Developing in-depth knowledge of product features and benefits.
- Utilizing virtual meetings to build relationships with new customers.
- Processing customers' purchase orders and ensure the timely delivery of ordered products.
- Advising customers on suitable product selection based on their needs and specifications.
- Creating a sales pipeline to accurately reflect the relative placement of sales prospects in the purchasing process.
- Following up on sales inquiries that are made by potential customers through website chats, emails, and inbound calls.
- Setting up meetings between potential customers and Outside Sales Representatives.

Sales

- Following leads via the telephone including both cold and hot prospects. Additionally following up with both lapsed and current clients and recording sales activity in the business sales tool.
- Selling the cargo capacity products to suitable targets to generate enquires and maintain contacts to ensure return.
- Research and develop areas for sales opportunities.

Business Development

- Use initiative to identify new potential areas for 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.

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.

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.