



EXPRESS AIRFREIGHT SPECIALIST. PASADENA, UNITED STATES OF AMERICA (THE)

Are you ready to charter your own career?

The runway to success in global logistics 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 **Express Airfreight Specialist** to join the **NFO team** in **Los Angeles OR Pasadena, California**. The successful candidate will be passionate about the logistics industry, target and goal driven and have experience in **freight forwarding and/or time-critical cargo**.

Purpose of the Role

- To evaluate customer needs and logistics/courier requirements and format an effective plan to meet such needs and requirements.
- To handle, monitor and follow-up on incoming customer requests for OBC/NFO shipments in a 24/7 shift cover.
- To maximize business opportunities by offering customers tailored-made solutions to meet with clients' requests within operational restrictions.
- To build strong productive relationships with clients to ensure business objectives are achieved.

Responsibilities of the Role

- To exercise both discretion and independent judgment in performing the duties of the job.
- To work with management to develop appropriate policies to achieve the goals of the Company.
- To work directly with management to implement Company policies to ensure that customer needs are being met, such as budgeting and on time delivery.
- To evaluate customer business needs and logistics/courier requirements and format an effective plan to meet such needs and requirements.
- To handle, monitor and follow-up on incoming requests for OBC/NFO shipments in a 24/7 shift cover.
- To maximize business opportunities by offering customers tailored-made solutions to meet with clients' requests within operational restrictions.
- To build strong productive relationships with clients to ensure business objectives are achieved.
- Preparing of time-critical routing options for incoming requests ensuring a timely offer with detailed and accurate information is provided to clients.
- Allocating of couriers to pending orders for worldwide requests and booking of their travel arrangements.
- Liaise, direct and give clear detailed instructions and information to couriers on their assignments and modify assignments as broker deems necessary to meet global customer needs.

- Monitor and tracking of on-going shipments with the purpose to ensure a high quality service is delivered to the customers and the company's expectations are met at any time.
- Sourcing, selecting and negotiating with external suppliers and service providers with the responsibility of determining and delivering appropriate training if necessary to meet the company requirements.
- Debtor and Creditor Invoicing and order settlement.
- Keep up to date with activities of OBC/NFO coordinator(s) using the appropriate network of communication.

Qualifications

- Freight Forwarding and/or Time Critical Cargo experience is highly preferred.
- Ability to travel when required in line with business needs.

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

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, 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.

Chapman Freeborn OBC offers door-to-door, on board courier services for time-critical shipments. The company is headquartered in Europe with additional operations centres in USA and Hong Kong – providing clients with 24/7/365 hand-carry solutions. With Chapman Freeborn OBC, a dedicated courier accompanies the shipment from pick up to delivery straight to the recipient. Whether it's manufacturing components to keep an assembly line running, the latest prototype technology, or a time-sensitive consignment of samples, Chapman Freeborn OBC gets it delivered.