



REGIONAL HEAD OF PASSENGER & PRODUCTS - BALKANS. BELGRADE, SERBIA / 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 **Regional Head of Passenger & Products - Balkans** to join the **Passenger** team in **Europe**. This person should be **based in the Balkans region** (Romania, Bulgaria, Slovenia, Serbia, Croatia, Macedonia, Albania, Bosnia, Kosovo, Montenegro). The successful candidate will be passionate about the aviation industry, target- and goal-driven, and have experience in the Air Charter industry.

Purpose of the Role

- To independently establish, operate and scale the Balkans Passenger and related Products, with delegated commercial and execution authority within agreed strategic, financial and compliance guardrails.
- To proactively identify targets and secure business opportunities across Passenger Products and related product lines.
- To build strong and productive relationships with new and existing clients to ensure business objectives are achieved.
- Responsible for developing and implementing Balkans sales and product strategies in line with Group direction.
- Accountable for future growth, market position, sales targets, conversion performance, retention and team build across the Balkans region.
- To deliver agreed KPIs based on Gross Profit, pipeline quality, conversion, recruitment and capability development.

Responsibilities of the Role

- Develop and execute the commercial strategy for the Balkans region, aligned with the wider European Passenger strategy and business objectives.
- Drive business development across the region, identifying and converting opportunities in both new and existing markets.
- Deliver agreed sales, revenue and operational targets across the Balkans, implementing corrective actions where required.

- Build, develop and manage a portfolio of strategic clients and key accounts, strengthening long-term relationships and customer loyalty.
- Maintain strong market and competitor intelligence to identify emerging opportunities, risks and changes in customer demand.
- Own the regional product development roadmap across Passenger and relevant product lines, translating opportunities into commercially viable growth initiatives.
- Identify and drive cross-selling opportunities across Passenger, Private Jet and wider Chapman Freeborn capabilities.
- Work closely with Product, Operations, Commercial and other internal stakeholders to develop, launch and scale new products and commercial initiatives.
- Build and lead a high-performing Balkans team, including recruitment, capability planning, performance management and succession development.
- Provide hands-on leadership, coaching and direction, fostering a collaborative, commercially focused culture with clear accountability for delivery.
- Maintain strong forecasting, pipeline and CRM discipline across the region to support effective commercial decision-making.
- Monitor and report regional performance against agreed KPIs, proactively identifying risks, opportunities and required actions.
- Manage day-to-day regional execution within agreed budgets, policies and governance frameworks, escalating material commercial, financial or compliance risks as appropriate.
- Maintain regular performance and strategic reviews with senior regional leadership to ensure alignment on priorities, resources and growth plans.
- Partner with Regional Marketing to deliver relevant marketing initiatives and represent Chapman Freeborn at appropriate industry events, trade shows and networking opportunities.

Qualifications

- Significant commercial leadership and business development experience within air charter, aviation, travel or a closely related industry, ideally within the Balkans or broader European market.
- Proven track record of developing markets, winning new business and managing strategic client relationships within a target-driven environment.
- Demonstrated experience building, leading and developing high-performing commercial teams across multiple markets or countries.
- Strong commercial acumen with experience in sales strategy, forecasting, pipeline management and performance reporting.
- Excellent communication, negotiation and stakeholder-management skills, with the ability to operate effectively across cultures and at senior leadership level.

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.