



OPERATIONS SUPERVISOR. MUMBAI, INDIA

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 an experienced **Operations Supervisor** to join our team in **Mumbai, India**.

Purpose of Role

- Oversee day-to-day operational activities to ensure efficient, accurate, and timely service delivery across all operations
- Support the implementation and continuous improvement of operational processes, workflows, and team performance
- Coordinate with internal teams, clients, and suppliers to ensure seamless service delivery and maintain high service standards

Responsibilities

- Supervise daily operational activities, ensuring all tasks are completed accurately and within required timeframes
- Support the implementation and improvement of operational procedures to enhance efficiency and consistency
- Monitor operational performance, identify inefficiencies, and escalate improvement opportunities
- Coordinate team workload, resources, and operational coverage to meet business demands
- Provide guidance, training, and support to Operations / Duty Officers to maintain high performance standards
- Ensure compliance with company policies, regulatory requirements, and operational standards
- Liaise with suppliers, partners, and internal stakeholders to ensure smooth operational execution
- Monitor service quality and resolve operational issues in a timely manner
- Maintain strong relationships with clients, suppliers, and internal stakeholders
- Support business development activities during non-operational periods, including client engagement and identifying new opportunities
- Ensure timely and accurate communication across teams and stakeholders
- Meet operational KPIs related to efficiency, accuracy, and service quality

Qualifications

- Minimum 3–5 years of experience in an operations environment (aviation experience preferred)
- Experience supervising or supporting operational teams in a fast-paced environment
- Strong organisational and problem-solving skills
- Ability to manage multiple priorities under time-sensitive conditions
- Excellent communication and stakeholder management skills
- Strong attention to detail and commitment to operational excellence
- Team player with a proactive and solution-oriented mindset

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 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.