



CARGO OPERATIONS MANAGER - AMERICAS. FORT LAUDERDALE, UNITED STATES OF AMERICA (THE)

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 Operations Manager** to join the team in **Fort Lauderdale, Florida**. The successful candidate will be passionate about the aviation industry, target and goal driven and have experience in Cargo and air charter operations.

Purpose of the Role

- Oversee end-to-end cargo charter operations from initial enquiry through to execution and completion
- Deliver commercially viable solutions that meet client needs while ensuring profitability
- Lead and support Cargo Charter Executives to achieve team and business objectives
- Manage daily operations, problem-solving, and coordination to ensure high service quality and performance
- Build and maintain strong client and vendor relationships while supporting business development initiatives

Responsibilities of the Role

- Oversee all cargo charter operations from initial inquiry through to completion
- Ensure efficient planning, execution, and monitoring of all flights
- Proactively resolve operational challenges to ensure service delivery and client satisfaction
- Implement and improve operational processes to enhance efficiency and scalability
- Support flight quoting, supplier sourcing, and negotiations to ensure competitive and accurate proposals
- Ensure all flight bookings, contracts, and documentation are accurate and compliant
- Coordinate closely with operators, suppliers, and internal teams to ensure smooth execution
- Manage, mentor, and support Cargo Charter Executives and team members
- Set clear expectations, monitor performance, and provide ongoing coaching and development
- Assist the Senior Vice President of Cargo Sales with goals and processes within the team
- Ensure effective workload distribution and team collaboration
- Build and maintain strong relationships with clients, airline operators, and suppliers
- Act as a key point of contact for escalations and complex operational matters
- Support business development efforts by contributing to client retention and growth

- Use initiative to identify new potential areas for business development.
- Provide support for sales activity for new 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 maximize business opportunities.

Qualifications

- 7-10 years of experience in Cargo Operations and Air Charter
- Spanish speaker is highly preferred
- Based in Fort Lauderdale or New York City

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 12,000 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.