



## **CARGO ACCOUNT MANAGER - COMMERCIAL, SOUTH AFRICA. JOHANNESBURG, SOUTH AFRICA**

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?

Intradco is looking for an **Cargo Account Manager - Commercial** located in Johannesburg, South Africa who thrives in a fast-paced environment and wants to learn and grow with a global team.

We will provide the successful candidate with training, as well as the industry know-how. Bringing strong professional connections from clients and customer relationship management skills are essential for the successful candidate to bring.

### **Purpose of Role**

#### **Support and contribute to the growth of Intradco in the Africa region:**

- Manage and grow the brand of Intradco in the Africa region
- Develop a sales strategy for the Intradco product in line with the overall Intradco Strategy and the 2030 growth plans.
- Pro-actively identify, target and secure business opportunities for all aspects of the Intradco product in the Africa region.
- Build strong and productive relationships with new and existing clients to ensure business objectives are achieved.

### **Key Responsibilities**

#### **Business Development**

- Use initiative to identify new potential areas for business development.
- To proactively research, identify and grow business opportunities in new and existing markets to ensure business objectives are met.
- Secure profitable new clients through cold calling an/or face to face meetings when possible and appropriate.

## **Flight Quoting**

- Communicate effectively with aircraft providers and other suppliers for charter offers.
- Negotiate with aircraft providers when necessary to procure best value for clients.
- Evaluate suitable commission based on various evaluation points.
- Ensure timely offer with detailed and accurate information provided to clients.
- Follow up regularly and work towards confirmation.

## **Flight Booking**

- Ensure all contracts, insurance and regulatory matters are accurate, legally compliant and that company requirements are met.
- Verify supplier contracts in detail and ensure all terms comply with the company charter agreements.
- Issue flight briefs with all flight related information.
- Track flight progress and keep clients up to date with operational updates and flight movements.

## **Relationship Management**

- Liaise with clients to identify requirements and source suitable, competitive aircraft charter solutions.
- Maintain and develop relationships with both key clients and new business leads to maximise business opportunities and increase client loyalty.
- Ensure clients are always kept up to date and informed of any development linked to specific enquiries or flight bookings.
- Visit clients in person when and if required.
- Develop and maintain good and strong relationships with airlines / operators.

## Information Management

- In a timely manner, as defined by the Manager, record all pertinent customer prospect information and sales activity in the CRM system.
- Carry out all administrative duties relating to a flight booking by coordinating with the various departments within Intradco and Chapman Freeborn including but not limited to legal, accounts and compliance.
- Keep up to date on latest operational capabilities of aircraft, airports and handlers and latest aircraft availability and ensure updates are shared with the team.
- Support and develop internal business development tools such as regional supplier/airline lists, key client lists and regional events calendar.

## 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
- Contribute towards innovative solutions, processes, product development that help keep Intradco Global at the forefront of specialized Live Animal logistics & other air cargo verticals

**Recruitment agencies:** please note we have an in-house recruiter alongside a preferred agency list which we review annually. Therefore, we do not accept any CVs or applications sent to us on a speculative basis. We are pro-active in reaching out to agencies if there is a business need so please refrain from calling us.

Intradco Global 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.

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Intradco Global combines over 30 years of animal transport experience with unrivalled global

coverage, making it a market leader for equine, livestock and conservation project shipments. The UK-based company's bespoke services have seen it become a trusted partner of horse shippers, owners and trainers - with grooms accompanying the animals to ensure their comfort and wellbeing during flights. Intradco leases custom-designed air stalls and penning equipment, making it a favourite with many of the world's leading airlines. The team's expertise in accommodating unusual species also makes them popular with animal welfare organisations relocating endangered animals.