



KEY ACCOUNT MANAGER - PASSENGER CHARTERS. KUALA LUMPUR, MALAYSIA

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?

Chapman Freeborn's PAX team in APAC is looking for a **Key Account Manager** based in **Kuala Lumpur, Malaysia**, who thrives in a fast-paced environment and wants to learn and grow with a global team.

The successful candidate will be passionate about the aviation industry, collaborative, target and goal driven and have experience in commercial aviation.

Purpose of Role

- To work with VP, ACMI and Charter Sales - APAC and establish the Chapman Freeborn Brand in the region
- To manage all aspects of a charter flight from initial request to putting offers together, following up with client and carrying through to booking and handling of flight operation to its completion
- To maximise business opportunities by offering tailored solutions to meet client requirements within budgetary and operational restrictions whilst making suitable profit for the company
- To generate and manage a portfolio of clients and actively develop new business through initiative including following up on new leads, client recommendations and networking opportunities
- To maintain & Develop relationship with all stakeholders including Operators, Clients, Cross-function team and etc

Key Job Responsibilities

- Negotiate best offer with aircraft providers to procure best value for clients
- Ensure all contracts, insurance and regulatory matters are accurate, legally compliant and that company requirements are met
- Verify supplier contract in detail and ensure all terms comply with CF charter agreement

- Issue flight brief with all flight related information
- 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 in an industry where client retention is never guaranteed
- Ensure client is always kept informed of any development linked to specific bookings
- Visiting potential, new and existing customers with a view to generate further business
- Provide support for sales activity for new business development
- To actively cross-sell and utilize services and opportunities offered to partner with the Avia Solutions Group companies to maximise business opportunities

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

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 aims to promote equality, diversity, fairness and respect for future and current staff at all levels of the organization. We aim to provide equal opportunities in all aspects of employment and to ensure that the talent and skills of all individuals are maximized. Will replace with below paragraphs with the advice of the legal department.

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.