



CARGO CHARTER EXECUTIVE. 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 Charter Executive 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 air charter flights**.

Purpose of the Role

The Cargo Charter Executive is responsible for maintaining, growing, and expanding relationships with existing and prospective key accounts by providing the most timely and competitive charter and part-charter air transport solutions in the industry. This role requires strong leadership skills, a deep understanding of the air cargo industry, and the ability to drive revenue growth through exceptional customer service, strategic account management, and operational preparedness.

- To generate and manage a portfolio of cargo charter clients and actively develop new business.
- To quote and manage all aspects of brokered cargo charter flights, from initial request & proposal, contracting, handling of flight operation to its completion, including following up with client and closing of job files.
- To maximize business opportunities by comprehensively checking all possible air transport options for each RFQ, offering custom-tailored charter solutions that meet client requirements within budget, adhering to all operational and compliance guidelines, all while ensuring a profit for the company.
- To collaborate, participate and contribute to a positive and proactive team atmosphere at all times, ensuring the highest level of customer service and satisfaction for clients at all times.
- To comply with all applicable safety, compliance and TSA protocols at all times.

Responsibilities of the Role

- Provide clients with timely responses and competitive flight offerings, including detailed and accurate information.
- Communicate effectively with aircraft providers to ensure efficient and consistent response (supplier relations).
- Cover the market, checking all possible charter solutions for each charter requirement.
- Negotiate with aircraft providers daily to procure the best value for all clients and offers.
- Evaluate suitable and market-competitive profit margins for each offer.
- Follow up regularly and consistently to ensure the highest level of efficiency and booking probability.

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 agreement.
- Issue flight brief with all flight-related information.

Client Relationship Management

- Liaise with clients to identify requirements and source suitable, competitive aircraft charter solutions.
- Ensure client is always kept informed of any development linked to specific bookings.
- Follow up and check in regularly with clients to ensure compliance with the 90-day contact window at all times.
- Log all calls and client activity into the CRM system in a timely and efficient manner at all times.
- Proactively arrange onsite meetings and QBR discussions with key clients to ensure consistent & robust customer relations.

Communication/Team Participation

- Participate in conference calls to ensure effective communication & sharing information with the cargo team.
- Stay updated on activities of the other cargo team executives using the appropriate network of communication.
- Contact airlines to confirm availability and communicate this to colleagues and other airlines to maximize sales.
- Treat sensitive data confidentially and professionally.
- Work with various Cargo team members to solve complex and time-sensitive issues.
- Meet strategies and goals set by Senior Management.

Business Development

- Creatively identify new client prospects and new market segments.

Chapman Freeborn Airchartering

Senior Cargo Executive - Americas

October 2023

- Directly engage in sales activity to support new business development.
- Call prospective clients to continue to build our successful portfolio of clients.
- Maintain and develop relationships with both key clients and new business leads to maximize business opportunities and increase client loyalty in an industry where client retention is never guaranteed.
- Attend and represent the organization at trade shows, conferences and industry events, where applicable.
- Ensure that all marketing material is in line with Group Marketing procedures.

Qualifications

- 3-5 years of experience in Cargo and Air Charter
- Freight Forwarding experience preferred but not required

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, 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.