



PASSENGER CHARTER BROKER - MILAN. MILAN, ITALY

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 **Passenger Charter Broker** to join our team based in **Milan, Italy**.

Purpose of the Role

- Client Acquisition and Relationship Management: Proactively source potential clients through cold calling, nurturing established relationships and developing new connections to secure charter flight contracts
- Aircraft Sourcing and Contracting: Utilise a variety of tools, industry connections, and methods to source suitable aircraft at competitive prices, liaising with operators to deliver tailored solutions for client needs and contracting the client and operators accurately and efficiently
- Comprehensive Flight Management: Oversee all aspects of flight operations from booking to completion, including compliance, finance coordination, catering, ground handling, slots, and permits, ensuring seamless service delivery until passengers leave the arrival airport to ensure consistent high standards across all flights, every time

Key Responsibilities of the Role

- Maintain a high and consistent volume of cold calls to identify potential clients, generate new business opportunities and achieve sustained results that meet or exceed KPI expectations
- Follow-up promptly and consistently on all calls and leads to build a strong sales pipeline
- Log business activity of calls and meetings on the Company CRM accurately describing development of the business opportunity and consistently follow up to ensure maximising potential deals and bookings
- Explore new business opportunities and untapped markets through research, cold calling, and industry networking to grow the client portfolio
- Build and maintain strong relationships with clients, ensuring their needs are met and they receive excellent service
- Demonstrate excellent aircraft knowledge to identify and source the most suitable options for each client's specific requirements
- Stay informed on industry trends and operational updates, continuously improving knowledge and skills to enhance service delivery and maintain a competitive edge
- Work closely with internal teams, including Risk and Compliance, Legal, and Finance, to deliver seamless services to clients and ensure all processes adhere to regulatory requirements, contractual obligations and Company standards

- Meet and exceed the expected KPI targets and objectives set for cold calling, client acquisition, and business development, ensuring consistent performance and alignment with company goals
- Travel as required in line with business requirements, ensuring full flexibility to support operational demands

What will our ideal candidate have?

- Minimum 2 years of relevant experience within Aviation
- Experience in Passenger sales
- Experience in air chartering
- Knowledge of the local Italian and regional EU market
- Be proactive in the market to identify business development opportunities
- Italian and English language skills at an effective operational command
- Ability to successfully balance client needs with business objectives

What's It In It For You

- 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.

Whether it's arranging the delivery of oil equipment to a remote location, organizing flights for a professional sports team, or booking private jets to an island resort, the sky's the limit when it comes to the charter 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.

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.