



CONSULTANT - PASSENGER/ VIP CHARTER. DUBAI, UNITED ARAB EMIRATES

Consultant - Passenger/ VIP Charter

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 **Charter Consultant** to join the team in **Dubai, United Arab Emirates**. The ideal candidate will have a strong passion for the aviation industry, a proven track record in achieving targets, and a results-driven mindset. Prior experience in brokerage, particularly within the Passenger/VIP charter sector, is essential.

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.

Responsibilities of the Role

- **Cold Calling & Business Development:**

Maintain high call volumes to identify potential clients and generate new business.

Follow up on all leads promptly to build a robust sales pipeline.

Research untapped markets and develop new client portfolios.

- **Client Relationship Management:**

Build and maintain strong client relationships by delivering tailored solutions.

Ensure excellent service to encourage repeat business and long-term loyalty.

Provide VIP services and ensure all client needs are met for a seamless experience.

- **Flight Operations & Coordination:**

Manage flight operations, including permits, ground handling, catering, and other client-specific requirements.

Leverage industry tools to secure the best aircraft options and pricing.

- **Industry Expertise:**

Stay informed about trends, aircraft options, and market opportunities to provide expert advice to clients.

Collaborate with internal teams to ensure compliance and seamless service delivery.

Team Collaboration:

- Share insights and best practices with the team to enhance performance.
- Provide support during high-demand periods and foster a collaborative environment.

Additional Responsibilities:

- Meet and exceed KPIs for calls, client acquisition, and business development.
- Engage in marketing activities, including social media and brand promotion.
- Travel as required and remain available after hours to address client needs.

Qualifications

- At least 3 years of experience in charter brokerage, with a proven track record of success.
- Highly adaptable and self-reliant, capable of managing a role that goes beyond traditional 9-to-6 hours.
- A proactive team player who excels in a fast-paced, dynamic environment.
- Strong relationship building, account management & customer service skills
- Ability to successfully balance client needs with business objectives

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

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.