



OBC AUDIT BROKER. BANGKOK, THAILAND

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?

This vacancy is for an **OBC Audit Broker** for **Bangkok, Thailand** where you will conduct operational audits, ensure legal and policy compliance, and drive continuous service quality improvements.

Purpose of Role

- Focus on ensuring adherence to company policies, compliance with legal standards, and maintaining high service quality through audits, reporting, and communication

Key Responsibilities

- Conduct regular live job audits of broker operations to ensure adherence to company policies and procedures
- Identify areas for improvement and provide recommendations to enhance service quality
- Analysis of customer expectations and satisfaction
- Ensure that all brokerage activities comply with internal policies and internal standards
- Review and verify broker communication
- Ensuring compliance with legal standards and guidelines
- Report any non-compliant broker actions to the respective operations manager
- Work with the operations manager to address non-compliance and implement corrective actions
- Prepare detailed audit reports and present findings to management
- Maintain accurate records of audit activities and compliance checks
- Follow up on action items and ensure timely resolution of identified issues
- Monitor and report any incidents that could lead to non-compliance or operational issues
- Work with relevant office to investigate and resolve incidents promptly;

Requirements

- Experience in Operational Auditing
- Knowledge of Compliance Standards
- Strong Analytical and Reporting Skills
- Excellent Communication Abilities
- Problem-Solving and Incident Management

What We Offer

- 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 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 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 OBC offers door-to-door, on board courier services for time-critical shipments. The company is headquartered in Europe with additional operations centres in USA and Hong Kong – providing clients with 24/7/365 hand-carry solutions. With Chapman Freeborn OBC, a dedicated courier accompanies the shipment from pick up to delivery straight to the recipient. Whether it's manufacturing components to keep an assembly line running, the latest prototype technology, or a time-sensitive consignment of samples, Chapman Freeborn OBC gets it delivered.