



KEY ACCOUNT MANAGER - CARGO CHARTERS. 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? We are looking for an experienced **Key Account Manager (Air Cargo)** to join our team in **Bangkok, Thailand**.

Purpose of Role

- 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 maximise business opportunities by offering tailored solutions to meet client requirements within budgetary and operational restrictions whilst making suitable profit for the company.
- To manage all aspects of a Cargo charter flight, schedule 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.

Responsibilities

- Communicate effectively with aircraft providers for offers.
- Negotiate with aircraft providers, capacity providers when necessary to procure best value for clients.
- Ensure timely offer with detailed and accurate information is provided for clients.
- 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 all contracts, insurance and regulatory matters are accurate, legally compliant and that company requirements are met.
- Use initiative to identify new potential areas for business development.
- Verify supplier(s) invoice(s).
- In a timely manner, as defined by the Manager, record all pertinent customer prospect information in the Company CRM system: Quotes inquiries, charter contracts terms & conditions, aircraft availability, clients' profiles, sales activity (as applicable) and industry developments.

- To work in correlation with cargo related colleagues across the group (where applicable).

Qualifications

- Minimum 3-5 Years of relevant experience
- Knowledge of the local market
- Experience in Aviation industry
- Team player to work in a fast-paced environment
- Strong relationship building, account management & customer service skills
- Ability to successfully balance client needs with business objectives
- Must be eligible to work in Thailand

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, 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.