



CARGO BROKER - GOVERNMENT AND HUMANITARIAN . DUBAI, UNITED ARAB EMIRATES

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 Cargo Broker to join the Government and Humanitarian Team.

Purpose of the Role

- To manage all aspects of a Cargo charter 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.
- 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 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

Job Responsibilities

Flight Quoting

- Communicate effectively with aircraft providers for offers.
- Negotiate with aircraft providers when necessary to procure best value for clients.
- Evaluate suitable commission schedule.
- Ensure timely offer with detailed and accurate information is provided for clients.
- Follow up regularly and work towards confirmation.

Flight Booking

- Ensure all contracts, insurance and regulatory matters are accurate, legally compliant and that company requirements are met.
- Verify supplier contract in detail and ensure all terms comply with 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.
- 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 client is always kept informed of any development linked to specific bookings.

Communication

- Participate in conference calls to ensure effective sharing of information and full awareness of others in the cargo team and other offices.
- Keep up to date with activities of other cargo brokers using the appropriate network of communication.
- Contact airlines to confirm weekend availability and communicating this to colleagues and other airlines to maximise sales.
- Treat sensitive data with care and in a confidential and professional manner.

Business Development

- Use initiative to identify new potential areas for business development.
- Provide support for sales activity for new business development.
- Cold calling prospect clients to help build on our successful portfolio of existing clients.
- 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.

Invoicing

- Verify supplier(s) invoice(s).
- Communicate with accounts to issue invoice(s) to client(s) and ensure accuracy.
- Follow payment schedule and ensure payments are made/received.

Information Management

- 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.
- Keep up to date on latest operational capabilities of aircraft, airports, operators and handlers.

Contract Management

- Ensure all contracting agreements are accurate and legally compliant.

Correlation with

- To work in correlation with Group Cargo Operations Director, Group Cargo Sales Director, Cargo Charter Manager, Cargo Charter Broker, Trainee Cargo Broker across the group (where applicable).
- To work in conjunction with the yearly strategies laid out by the Board of Directors, Senior Management and Management Teams

Marketing

- Attend and represent the organisation at agreed trade shows, conferences and industry events, where applicable to the job role.
- Ensure that all marketing material is in line with Group Marketing procedures.

Group policies and procedures (Business Intelligence, Compliance, Finance, HR, IT, Legal)

- To undertake all activities in accordance with applicable group policies and procedures so as to ensure that the interests of the Group and individual corporate entities are protected at all times.
- At all times to ensure that legal and commercial risks (to the extent relevant to the post holder role) are identified and minimized through effective communication with applicable stakeholders as well as relevant support functional departments and, when necessary Board of Directors.

Other

- To carry out any other duties within the competence of the role holder, as requested (including additional working hours as and when required).
- To travel when required in line with business needs.
- Be aware of and comply with the company policies.
- Keep up to date with industry changes, procedures and requirements relating to job role.

Qualifications

- Minimum 3-5 Years of experience in a similar role
- Knowledge of the local market
- Team player to work in a fast-paced environment
- Strong stakeholder management skills

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 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.

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.