



SENIOR PASSENGER BROKER . MUMBAI, INDIA

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 Senior Passenger Charter Broker, Mumbai India.

Purpose of the Role

- To manage all aspects of a Passenger 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 maximize 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.

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 maximize 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.

Business Development

- 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 maximize business opportunities and increase client loyalty in an industry where client retention is never guaranteed.
- Attend and represent the organization at agreed trade shows, conferences, industry events.

Information Management

- In a timely manner, record all pertinent customer prospect information in the Company CRM system.
- Keep up to date on latest operational capabilities of aircraft, airports, operators, and handlers.
- Participate in conference calls to ensure effective sharing of information and full awareness of others in the Passenger team and other offices.
- Keep up to date with activities of other Passenger brokers using the appropriate network of communication.
- Contact airlines to confirm weekend availability and communicating this to colleagues and other airlines to maximize sales.
- Treat sensitive data with care and in a confidential and professional manner.
- Ensure all contracting agreements are accurate and legally compliant.

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.
- Stay updated on industry changes, procedures and requirements relating to job role.
- Participate in a rotating out of hour's duty within the team.

Qualifications

- Minimum 5+ Years of relevant experience
- To be based in Mumbai
- 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

What We Offer

- Competitive salary
- 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.