



PASSENGER CHARTER BROKER, BELGIUM. BRUGES , BELGIUM

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?

Chapman Freeborn is seeking a Passenger Charter Broker to join our team in Belgium.

We will provide the successful candidate with training, as well as the industry know-how. Bringing strong professional connections from clients and customer relationship management skills are essential for the successful candidate to bring.

Purpose of 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 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.

Key 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 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 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.

Qualifications

- 1-2 years of relevant experience
- Strong verbal and written communication skills for effective interaction with clients and operators.
- Language requirements: Dutch, French, English
- Demonstrated ability to build and maintain relationships with clients and key stakeholders
- Strong organizational and multitasking skills to manage multiple flight bookings, contracts, and client relationships simultaneously.
- Ability to think critically and solve problems efficiently, especially in resolving issues.
- Ability to work flexible hours when required.

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 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 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.