

Job Description

Position Details	
Job Title	Trainee Cargo Charter Broker
Department and /or region	Cargo – Shanghai – China
Reports to	Senior Cargo Sales Manager China
Responsible for	N/a
Guidance and support relationships	N/a

Purpose of Role
<ul style="list-style-type: none"> To develop knowledge, skills and behaviour to be an effective Cargo Charter Broker. To build strong, productive relationships with clients to ensure business objectives are achieved.

Key Job Responsibilities

<p>Trainee Cargo Broker (all flight quoting and flight booking tasks to be undertaken with the support and guidance of more experienced colleagues)</p> <p><u>Flight Quoting</u></p> <ul style="list-style-type: none"> 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. <p><u>Flight Booking</u></p> <ul style="list-style-type: none"> 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 CF charter agreement. Issue flight brief with all flight related information. <p>Main Areas of Training</p> <ul style="list-style-type: none"> Pre-qualifying requests. Compiling responses. Negotiating with suppliers. Putting together offer template presentations. Making timely offers to clients. Verifying supplier contracts in detail and ensuring all terms comply with CF charter agreement. All of the above is to be undertaken with the use of internal systems (Avery / SLX) and other systems/sources where appropriate. <p>Client Relationship Management</p> <ul style="list-style-type: none"> Assist the Cargo Team in responding to commercial charter requests efficiently whilst creating a professional rapport with our clients. Select appropriate solutions to satisfy clients' requirements, provide an accurate quote and establish effective dialogue with the client. <p>Communication</p> <ul style="list-style-type: none"> 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 and potential areas for business development.
- Develop new business through initiative, follow up on news leads, client recommendations and pro-active networking.
- Provide support for sales activity for new business development.
- Cold call prospective clients to help build on our successful portfolio of existing clients.

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.

Flight Repping

- Act as representative for a number of aircraft charters to gain experience of different aircraft capacities and their performances.

Contract Management

- Ensure all contracting agreements are accurate and legally compliant.

Invoice Processing

- Ensure all invoices are raised with correct and accurate information and paid to a specified time scale.

Correlation with

- To work in correlation with Group Cargo Operations Director, Group Cargo Sales Director, Cargo Charter Manager, Cargo Charter Broker, Junior 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.
- Participate in a rotating out of hour's duty rota within the team.

Key Relationships

Internal Relationships	All internal stakeholders
External Relationships	Airline Operators, Clients, Suppliers, Airport Authorities (this list is not limited)

Acknowledgement of responsibilities

Employee Name			
Employee Signature		Date	
Name of Manager			
Managers Signature		Date	