



WE ARE LOOKING FOR

SENIOR CHARTER COORDINATOR

- **Position :** Senior Charter Coordinator
- **Location :** Lanseria Airport
- **Reporting To :** Manager Fixed Wing Charter

If you meet the requirements and would like to apply for this position:

If you do not hear from us within 14 days after the closing date for this position, please regard your application as unsuccessful.

Please submit your CV for review

Date Posted: 3 March 2026

Closing Date: 12 March 2026

KEY PERFORMANCE AREAS (KPA's):

Charter Sales & Customer Development

- Actively market the NAC charter fleet and identify new charter customers.
- Maintain regular contact with prospective and existing clients, building strong relationships.
- Respond promptly and professionally to all charter sales enquiries.
- Prepare accurate, competitive, and timely charter flight quotations.
- Ensure all charter proposals are signed and returned prior to execution.
- Negotiate effectively to secure charter opportunities and ensure payment terms are met.
- Manage the full charter process from quotation to flight departure.

Customer Service & VIP Trip Coordination

- Provide end-to-end support for passengers, ensuring a seamless VIP experience.
- Anticipate and cater to passenger preferences, including catering, bar service, lounge arrangements, and special requirements.
- Proactively communicate flight details, itinerary changes, and operational updates to customers and relevant teams.
- Oversee meet-and-greet services, boarding, baggage handling, and arrival coordination.
- Monitor flight progress in real-time and provide updates as required.
- Ensure all payments are received in line with NAC requirements prior to departure.

Operational Administration

- Maintain accurate booking schedules, electronic diaries, and aircraft records.
- Verify and allocate relevant third-party invoices per flight and reconcile costs against quotes.
- Update the quoting system and NAC records with current, accurate data.
- Monitor hangar customer status and Owner Agreement validity.
- Follow up on outstanding debtors.

Supplier & Partner Coordination

- Source competitive suppliers to support charter requirements.
- Liaise with service providers, lounges, catering companies, and other third parties as required.
- Ensure suppliers meet NAC standards for quality and timeliness.

Quality, Safety & Compliance

- Perform quality checks on charter sales products and service delivery.
- Support and uphold NAC's Quality and Safety Management Systems.
- Monitor compliance with SACAA regulations and internal policies.

Marketing & Support Functions

- Assist with departmental marketing activities including fleet information, specification sheets, website updates, advertisements, mailers, and brochures.
- Provide support to the Charter Manager as required.

Standby & After-Hours Support

- Provide weekend and after-hours operational support as required.
- Ensure customer needs and VIP service standards are consistently met outside normal working hours.

REQUIREMENTS / PERSONAL ATTRIBUTES AND SKILLS

- Grade 12 / Matric.
- Minimum of 5 years' relevant working experience in a similar environment.
- Experience within the Fixed-Wing Charter industry will be an advantage.
- Mature, professional, and well-spoken individual.
- Excellent command of both written and spoken English.
- Fully computer literate with strong proficiency in Word, Excel, and Outlook.
- Customer service orientated with a strong focus on client experience.
- Ability to assess complex situations and develop practical, effective solutions.
- Own reliable transport and a valid South African driver's license.
- Willingness to work outside normal office hours at short notice.
- Strong team player who supports colleagues and thrives under pressure.
- Highly organized with strong planning and scheduling abilities.
- Deadline-driven with a strong sense of urgency.
- Ability to convert ideas into actionable, manageable tasks.
- Analytical thinker with excellent attention to detail.
- Professional telephone etiquette and confident communication skills.