

Charter Sales Executive

Permanent, Full-time

Location

Montreal, QC, Canada

Job Description

The Charter Sales Executive is a key member of a high-performing team focused on promoting and selling ACASS's charter availability for the company's fleet of managed aircraft. Duties include responding to charter enquiries, preparing quotes and contracts, building relationships with clients and stakeholders, and collaborating with other Charter Sales Executives and team members to support the business through the sale of ACASS aircraft, maximizing revenues and market opportunities.

Responsibilities

Charter Sales

- Actively promote charter sales opportunities for ACASS's fleet, with a strong emphasis on Canada-based aircraft while supporting fleet activity worldwide.
- Respond to inbound charter inquiries, assess suitability and client requirements, and manage the complete sales cycle—from prospecting to post-flight follow-up.
- Prepare accurate, timely charter quotes and contracts for domestic and international trips.
- Take full ownership of client interactions and bookings, ensuring an exceptional experience throughout the sales cycle and resolving any issues proactively.
- Proactively identify and pursue business development, sales, and marketing opportunities to grow ACASS's direct client base and existing relationships.
- Drive charter revenue for ACASS and its fleet owners by consistently achieving and exceeding monthly and annual sales targets.
- Deliver responsive, high-touch service by understanding client needs and consistently following through on all commitments.
- Increase in charter client volume; consistent delivery against departmental charter sales targets and demonstrated growth in managed fleet utilization.
- Ensure leads, client records and contact information are maintained in Schedaero.
- Attend industry trade shows and events, as needed.

Customer Service and Relationship Management

- Provide a consultative sales approach and a high-quality, full-cycle sales experience.

- Identify, develop, and manage key partnerships and relationships to grow the customer base and maximize sales opportunities.
- Understand and reinforce the value of the ACASS brand in every customer interaction.
- Liaise effectively with internal teams, including Flight Operations, Aircraft Management, Accounting, and Marketing, to ensure cohesive service experience.
- Create and nurture strong long-term relationships with clients, their representatives/support staff, charter brokers, and key external stakeholders.
- Collaborate with the Commercial Director, other Charter Sales Executives, and internal departments to identify and close opportunities, resolve issues, and ensure informed decisions that support best-in-class customer service.
- Support overall sales activities and contribute global sales targets and organizational goals.
- Build and maintain strong working relationships with the sales team and cross-functional stakeholders to ensure alignment and maximize team productivity.
- Consistently deliver outstanding customer satisfaction and drive superior business results through exceptional customer experiences.
- Facilitate operational success of all charter trips, ensuring clear communication and prompt issue resolution.
- Contribute to increased customer retention and expansion of the client base.

Experience

- Business aviation : 3 years (required)

Work Location

- Flexible (can be remote)

APPLY

If you are ready to elevate your career in business aviation and lead a dynamic team dedicated to excellence, we invite you to explore this exciting opportunity with ACASS. Join us in shaping the future of private air travel. Send resume to careers@acass.com.

Company Overview

ACASS is a leading worldwide provider of business aviation support services, including aircraft sales and acquisitions, flight crew staffing, charter, and aircraft management, with air operator certificates for Canada, Ireland, and the Republic of San Marino.