



**WE ARE LOOKING FOR A**

**NETWORK SERVICES SUPERVISOR**

**DEPARTMENT: Commercial**

**PURPOSE OF THE JOB**



The purpose of the role is to manage all facets of the carrier's scheduled network services falling under its own commercial responsibilities. Such oversight includes central reservation, customer service, vendor/supplier management, on-line ASL stations (ie, JFK, PVG & LGG), contracted General Sales Agents, key accounts, contract holders, cooperating airlines and partners. Ensure commercial and operational success of network services. Lead team members towards delivery of sustainable end product and service excellence.

**KEY ACTIVITIES**



- Adapt the central budget to de-central targets. Adopt measures towards fulfilling budget fulfillment.
- Monitor performance against budget and engineer measures towards corrective action.
- Manage de-central performance towards ensuring aggregate achievement of budget goals.
- Manage commercial actions and enhance customer portfolio to ensure consistent revenue growth.
- Oversee cargo reservations platform/tools across network.
- Manage system wide contracts (customers & suppliers).
- Ensure accurate, timely and efficient invoicing for service rendered.
- Facilitate collection of accounts receivables system wide.
- Innovate enhancements to product, service and customer portfolios.
- Heighten market awareness of the ASL brand.
- Develop and maintain commercial sales procedures and processes according to company policies.
- Select new suppliers and maintain suppliers service levels at a competitive rate.
- Ensure regular reporting of sales activities to Commercial Director.

**Customer service and satisfaction**

- Manage global customer service functions.
- Manage key accounts and overall customer base
- Facilitate business relationships with other airlines and partners

### Profitability

- Ensure achievement of all qualitative and quantitative targets associated with scheduled services.
- Manage profitability of scheduled services activities.
- Actively control costs of operations and conduct of business.

### People management

- Train, motivate and supervise the Network Service Agent.
- Provide support, coaching and training to the team, to motivate and set targets in order to empower people to highly perform in their job and meet the expectations of the company.

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## REQUIREMENT & QUALIFICATIONS



- At least Masters Degree in Business or related field.
- Participation in international educational programs
- Minimum 10 years experience in sales, customer service or cargo activities.
- Experience in negotiating and handling commercial contacts / contracts.
- Excellent negotiations skills.
- Skills in Marketing.
- Customer-minded.
- Proven experience in people management.
- Excellent organization skills, strong focus on planning and implementation
- Able to deal with multidisciplinary agenda and workflow
- Management of modern office administration including associated IT tools.
- Excellent command of both oral and written English, German and other languages.
- Very good communicator both spoken as well as in written form.
- Dynamic and independent individual.
- Being stress resistant and flexible, able to work under pressure and showing high energy.
- Fast thinker, pro-active.
- Tactful and able to deal with confidential information.
- To display a positive, open and cooperative behavior in order to facilitate a good relationship inside and outside the department, avoid and help to solve conflicts.
- To be rigorous, precise, well organized, solution orientated, proactive, etc.

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## TERMS AND CONDITIONS



- Permanent contract
- Able to work with tight deadlines and under stress.
- Travel up to 30 % of time.

**Want to take on board ? Apply now !**

Register online and fill in the application form  
with CV and motivation letter via  
<https://cezanneondemand.interviewweb.it/aslaviationgroup/en/career>