

# EXTERNAL VACANCY ANNOUNCEMENT

Tirana Ticketing is seeking to hire a

## ***Ticketing Manager***

### **Position Summary:**

The General Manager leads the overall operations and strategic growth of Ticketing Albania, ensuring excellence in service delivery and fostering strong partnerships with airline and airport stakeholders.

### **Main tasks and responsibilities of the position:**

*(for indicative purposes only. The responsibilities listed below can be subject of change upon recruitment)*

- Develop and execute business strategies to expand the company's service portfolio and market presence.
- Build and maintain strong relationships with airline partners, airport authorities, and industry organizations.
- Oversee the recruitment, training, and performance management of the team to ensure service excellence.
- Ensure compliance with all IATA standards and local regulatory requirements.
- Drive operational efficiency and profitability through effective planning and resource management.
- Represent the company at industry events, forums, and negotiations.
- Manage budgeting, financial planning, and performance analysis for the organization.
- Address operational challenges and implement innovative solutions to enhance service quality.

### **Requirements of the position:**

- ✓ **Bachelor's degree** in Business Administration, Aviation Management, or related field; a Master's degree is highly desirable.
- ✓ Professional proficiency in **English** (spoken and written); knowledge of additional languages is an asset.
- ✓ Minimum 7 years of experience in a leadership role within the airline or airport industry.
- ✓ In-depth knowledge of IATA standards, ticketing operations, and airline supervision.
- ✓ Proven strategic planning and stakeholder management skills.
- ✓ Strong analytical, leadership, and interpersonal skills.
- ✓ Proficiency in Global Distribution Systems (GDS) such as Amadeus, Sabre, or Galileo.
- ✓ Excellent communication and interpersonal skills.

If you are passionate about aviation and enjoy delivering exceptional service, we'd love to hear from you! Join Ticketing Albania and take the next step in your career. To apply for the above mentioned position the applicants should fulfill the Internal Application Form, which can be found in the Administration Building, Office Nr.101, and submit it together with a recent CV to the following address: [human-resources@tirana-airport.com](mailto:human-resources@tirana-airport.com), or to the reception of the Administration Building (Rinas).

Human Resources Department will contact only candidates selected from the documentation screening.