Tirana International Airport SHPK (TIA) is seeking to hire a

Ticketing Supervisor

who will report to the **General Manager** of the company.

Main tasks and responsibilities of the position:
(for indicative purposes only. The responsibilities listed below can be subject of change upon recruitment)

- Supervise and coordinate the daily activities of ticketing agents, ensuring smooth and efficient operations.
- Act as the primary point of contact between airlines, airport authorities, and ticketing staff.
- Monitor and enforce compliance with IATA, airline, and airport regulations.
- Train, mentor, and evaluate ticketing staff to maintain high service standards.
- Address and resolve escalated customer inquiries and operational challenges.
- Prepare and analyze operational reports to identify areas for improvement.
- Ensure accurate handling of ticketing transactions, refunds, and rebooking.

Requirements of the position:

- ✓ Bachelor's degree in Tourism (travel agencies), Aviation, Business Administration, or a related field.
- ✓ Professional proficiency in English (spoken and written); additional languages are a plus.
- ✓ At least 5 years of experience in airline ticketing or airport operations, with supervisory experience preferred.
- ✓ Strong leadership, organizational, and problem-solving 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 , or to the reception of the Administration Building (Rinas).

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

TIRANA
INTERNATIONAL
AIRPORT
Nënë Tereza

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