



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

Cargo Contract Management Specialist

who will report to the **Aviation Business Development & Marketing Department Director** of the company.

Position Purpose:

The Cargo Contract Management Specialist is responsible for supervising the performance and compliance of the contracted cargo handling company at Tirana International Airport. This role ensures that contractual obligations are met, operational standards are upheld, and the relationship with the cargo contractor aligns with airport objectives for efficiency, customer satisfaction, and revenue growth.

Main tasks and responsibilities of the position:

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

Contract Oversight & Performance Monitoring

- Supervise the day-to-day performance of the cargo handling company.
- Ensure compliance with contractual terms, service level agreements (SLAs), and safety standards.
- Monitor KPIs and performance indicators to assess contractor efficiency and service quality.

Operational & Stakeholder Coordination

- Act as the main liaison between the cargo company and airport departments
- Address and resolve operational issues and customer complaints in collaboration with the cargo company
- Support audits and inspections related to cargo handling operations.

Revenue & Compliance Reporting

- Act as the main liaison between the cargo company and airport departments
- Address and resolve operational issues and customer complaints in collaboration with the cargo company
- Support audits and inspections related to cargo handling operations.

Cargo Business Development Support

- Support initiatives to grow cargo traffic and improve cargo service offerings.
- Assist in analyzing cargo trends and suggesting strategies for growth.
- Participate in stakeholder meetings, including with airlines, freight forwarders, and logistics partners.



Requirements of the position:

- Bachelor's Degree in Business Administration, Logistics, Aviation Management, or related field.
- At least Minimum 3 years of experience in air cargo operations, logistics, or contract management.
- Excellent written and verbal communications skills in Albanian and English languages.
- Strong understanding of contract management and cargo operations.
- Fluency in English (additional language skills are an advantage).
- Excellent relationship management and negotiation skills.
- Excellent coordination and problem-solving skills.
- Strong problem-solving, planning, and organizational skills.
- Proficiency in Microsoft Office and relevant operational tools.
- Strong verbal communication skills.
- Ability to analyze performance metrics and adjust strategies accordingly.
- Ability to strictly follow procedures, accurate and skilled at inspecting.
- Ability to work in high pressure environment.
- Honest, reliable and with integrity.

Application Procedure:

To apply for the above mentioned position the applicants should fulfill the Application Form, which can be found in <https://www.tirana-airport.com/media/documents/174057293867bf090a6280e.pdf>, and submit it via email to human-resources@tirana-airport.com with:

- **Subject:** [Name Surname] – **Cargo Contract Management Specialist**
- **Attachments:** Application Form + CV (PDF/Word)

Application Deadline: May 2nd, 2025.

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