

EXTERNAL VACANCY ANNOUNCEMENT



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

Commercial Specialist

who will report to the **Commercial Director** of the company.

Position Purpose:

The Commercial Specialist is responsible for managing contracts and relationships with assigned commercial operators (e.g., retail, services, food & beverage, etc.) at Tirana International Airport. The role ensures compliance with contractual and regulatory requirements, maintains high operational and service standards, and supports commercial growth through market analysis, reporting, and promotional coordination. The position also plays a key role in cross-departmental collaboration to ensure the successful delivery of TIA's non-aeronautical revenue strategy.

Main tasks and responsibilities of the position:

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

Contract & Relationship Management

- Manage contracts and relationships with assigned commercial operators, including retail, services, F&B, and others.
- Oversee contract renewals, amendments, and negotiations for both existing and new tenants.
- Ensure compliance with TIA's regulations and contractual obligations.
- Responsible for obtaining all necessary data in accordance with TIA's obligations under relevant commercial agreements.
- Resolve operational and contractual issues in collaboration with legal and procurement teams.
- Coordinate with various departments to resolve any contractual disputes.
- In charge of correspondence, memos, claims, new proposals, and relocations with all commercial clients regarding existing and new availabilities.

Operational Oversight & Compliance

- Work closely with commercial concessionaires to ensure high standards of service and product quality.
- Conduct regular inspections to verify compliance with operational, cleanliness, and safety standards.
- Ensure compliance with health and safety regulations.
- Monitor performance metrics (sales, revenues, customer satisfaction, and operational efficiency).

Data Management & Reporting

- Responsible for receiving and controlling monthly turnover data of each commercial operator.
- Assist in preparing monthly reports and forecasts on the performance of food and beverage tenants.

EXTERNAL VACANCY ANNOUNCEMENT



- Help prepare summary commercial Excel files for submission to the Finance Department for client invoicing per agreement terms.
- Reconcile contract data and charges with the Finance Department.

Marketing & Business Development

- Analyze market trends and customer preferences to improve commercial offerings.
- Develop and coordinate promotional campaigns in collaboration with the Marketing Department to drive sales.
- Collaborate on marketing initiatives to enhance customer engagement.

Cross-Departmental Support

- Assist with all related tasks for other sectors within the Commercial Department, including Advertising, Fuel, Rentals, etc.

Requirements of the position:

Education

- Bachelor's degree in Hospitality Management, Business, or a related field.

Work Experience

- Minimum of 1 year of experience in the commercial operations (e.g., retail, services, food & beverage, etc.).

Language Skills

- Proficiency in Albanian and English (written and verbal).

Skills & Abilities

- Strong interpersonal and customer service skills.
- Good understanding of contract management and financial reporting.
- Proficiency in Microsoft Office applications.
- Ability to handle multiple tasks and meet deadlines.
- Ability to work in high-pressure environments and respond to emergencies with composure.
- Experience in handling confidential information and ensuring adherence to security protocols.
- Ability to collaborate effectively as part of a team.
- Very good communication and interpersonal skills.
- Commitment to continuous improvement and high service standards.
- Committed to providing a high standard of service.
- Honest, reliable, and acts with integrity.

Special Requirements:

- Knowledge of commercial trends and best practices in retail, services, or F&B industries
- Availability to conduct on-site inspections and collaborate across departments

EXTERNAL VACANCY ANNOUNCEMENT



Application Procedure:

To apply for the above mentioned position the applicants should fulfill the Application Form, which can be found in [Tirana International Airport](#) , and submit it via email **to human-resources@tirana-airport.com with:**

- Subject: [Name Surname] – Commercial Specialist
- Attachments: Application Form + CV (PDF/Word)

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