

# BE PART OF OUR WORLD

Fiji's National Carrier has a proud and rich tradition of creating unforgettable memories for our customers. We are an airline with a proud past and a bright future. At Fiji Airways we are passionate to be the best. We are currently looking for a driven and passionate individual to join our team in the following role:

## MANAGER GROUND OPERATIONS NADI

This position reports to the General Manager Ground Operations based in the Ground Operations Department – Hangar Building, Nasoso Road, Nadi.

As the Manager Ground Operations Nadi, you will be accountable for delivering exceptional operational performance and on turn performance to achieve overall OTP targets. Champion and ensure a consistent delivery of Fiji Airways product and brand in order to maximize the customer satisfaction. Work cross-functionally with various stakeholders, including Government Agencies and/or authorities at the Nadi International Airport to ensure Fiji Airways operational objectives are achieved in all facets of the business to maximize profitability. Monitor and ensure a robust and strict reporting culture by the Ground Handler with conformance to contractual service levels. Oversee and manage the commercially important Premier Service Team for special handling of customers in the Tabua Club, Diplomats and VIPs when traveling through Nadi International Airport.

Set out the framework of all operational requirements for any station related service procurement to guarantee a successful outcome for the Company. Actively maintain oversight of safety, efficient investigation on safety reports and creating corrective and preventive actions appropriately. You will be responsible for revenue collection where applicable and management of budget by maintaining costs. Coordinate and lead local business disruption teams as required. Monthly reporting to senior management reflecting key deliverables, achievements and responses to failures. Attend meetings, conference calls regularly and provide valuable feedback to stakeholders.

To be successful in the role you must have a relevant tertiary qualification. Seven (7) to ten (10) years Aviation industry experience with minimal of three (3) years experience in Customer Service at a senior level. Proven experience in managing cross functional operations. A demonstrated ability and experience in leading teams. Must have functional knowledge of Ground Operations with Aviation Ramp Management experience. Strong leadership and management skills. Must have well-developed planning, organizational and communication skills. Goal and results oriented individual with a commitment to safety.



**Applications close on Friday 13<sup>th</sup> May 2016**

If you think you have what it takes and want to be part of our world, visit our Careers Page and apply online: [fijiairways.com/careers](http://fijiairways.com/careers).  
Fiji Airways thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.



**WELCOME TO OUR HOME**

[fijiairways.com/careers](http://fijiairways.com/careers)