



Lulutai Airlines Vacancy Notice

Lulutai Airlines, Tonga's only national carrier, is dedicated to providing exceptional service and maintaining the highest standards of airworthiness across our fleet. We are currently seeking highly skilled and experienced candidates for two key positions:

Commercial Manager

Key Responsibilities:

1. Leading the commercial requirements for the operation of Lulutai Airlines Ltd
2. Implementing lawful directions of the Board, CEO, and CFO on commercial matters
3. Negotiating favourable commercial terms for clients, customers and business partners
4. Taking responsibility for increasing the revenue and earnings of the core business, and identifying and developing additional business revenue streams
5. Tracking and monitoring commercial performance across the business with the help of Revenue Management
6. Working on marketing proposals, business Development & product Teams to support all tiers of customers and commercial partners
7. Negotiating favourable tactical and exclusive deals with our business partners, clients, and customers for the approval of management
8. Identifying new business opportunities with existing and new Business Partners / Bid on new projects and negotiate contract terms
9. Monitoring and developing good relationships with company Business Partners to understand the market and share performance
10. Demonstrate leadership and provide active training, coaching and support to the commercial Team (Sales and Revenue TEAM)
11. If required, attend Trade Shows in the Tonga and Overseas – Networking expanding business potential example SPTO, IATA, ASPA
12. Identifying opportunities for operational process improvement by use of new/changing processes and/or technology for Sales and Reservations
13. Closely Monitor the Sales Performances and Revenue Collection
14. Establish GDS systems for the company – this is so that our fares are projected in other GDS systems example H1 and Expedia
15. Work on Interline and Codeshare agreement for the Airline example:
FJ/NZ/NF/QF/OL
16. Works with Revenue Management on setting the schedule, pricing and revenue projections
17. Handles all customer service complains and compliments via email, phone etc
18. Service Recovery for Unhappy Customers and Overseas Disruption Handling
19. Activate the Care TEAM to handle disruptions
20. Product Development – Inflight Magazines, Collaterals, Promotion Campaigns
21. Training Update of all Commercial Staff, track progression plans and ensure that the TEAM's training modules is up to par.



Qualifications and Experience:

- Bachelor's degree in a relevant field, such as aviation or a related discipline
- 3-5 years' experience in roles such as airlines operations or management
- Skills in scheduling, marketing, budgeting and team management
- Excellent communication skills
- Ability to work on multiple tasks, prioritize work, handle workloads and meet tight deadlines
- Proficient in office software

Application Process:

Job descriptions outlining the duties and requirements for the above positions can be available upon request from the Employee Services Team. Please call +6767710033/+6768834152 or email hrms@lulutaiairlines.com

All applications must be addressed to the *Employee Services Manager, Lulutai Airlines Limited, Nuku'alofa* and **must include** the following documents:

- Cover letter
- Updated Curriculum Vitae
- Certified copies of your transcripts and certificates,
- 2 reliable reference letters, one must be from your current employer if available

Please take note that all applications **must be submitted before 5:00pm, Monday – 31 March 2025** to vacancy@lulutaiairlines.com or drop off at the closest Lulutai Airlines office. Only applications that meet the requirements will be considered.

Join us in ensuring the safety and excellence of Lulutai Airlines' operations. Apply today!