

EXTERNAL VACANCY ANNOUNCEMENT



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

Commercial Specialist - Food and Beverage

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

Position Purpose:

Commercial Logistic Specialist is responsible for managing contracts and relationships with F&B operators, ensuring compliance with regulations, and overseeing operational standards. The position involves monitoring performance, supporting business development through market analysis, and coordinating promotional efforts. Additionally, the role requires cross-departmental collaboration to resolve issues and maintain high service quality, contributing to the overall commercial success of TIA's F&B operations.

Main tasks and responsibilities of the position:

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

1. Contract & Relationship Management

- *Manage contracts and relationships with F&B operators.*
- *Oversee F&B contracts, including renewals and negotiations for 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.*

2. Operational Oversight & Compliance

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

3. Data Management & Reporting

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

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4. Marketing & Business Development

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

5. Cross-Departmental Support

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

Requirements of the position:

1. Education

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

2. Work Experience

- Minimum of 1 year of experience in the food and beverage sector or commercial operations.

3. Language Skills

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

4. 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.

5. Personal Attributes

- Committed to providing a high standard of service.
- Honest, reliable, and acts with integrity.

6. Special Requirements

- Knowledge of food and beverage industry standards.

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 - Food and Beverage
- Attachments: Application Form + CV (PDF/Word)

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