

Terms of Reference

JOB TITLE/POSITION	:	Associate Commercial officer
DEPARTMENT/SECTION	:	Helicopter Services Division
PLACE OF POSTING	:	Helicopter Services Division, Old Hangar, Paro International Airport
REPORTS TO	:	Manager, Heli-Ground Operations and Commercial Section

RESPONSIBILITIES

- Update the Revenue hours daily after crosschecking with Flight Dispatch and Finance Division
- Compile monthly and annual actual revenue generated and revenue hours, coordinate with the Accounts Section to reconcile the figures, and prepare monthly write-ups on revenue performance and helicopter utilization.
- Compile the flight cancellation, report daily, monthly & yearly
- Prepare the agent wise report for both TC & LC (Service users)
- Prepare 14 days flight scheduling daily after discussing with relevant sections
- Introduce new helicopter service packages
- Ensure effective utilization of the three helicopters as per revenue hrs. target
- Liaised with the clients for the last-minute bookings, flight cancellations, postponements, Change of ETDs, etc.
- Make clients aware of heli terms & conditions (like weight limitations, payment policy, clearance for no-fly zone areas, Dangerous goods, etc.)
- Crosscheck the Daily Sales Record with the revenue hours
- Respond to emails and calls and Takes turns with ticketing and reservation assistant to take the reservation phones to answer to inquiries after general office hours
- Amend TC, LC, and HESLO booking forms as required.
- 13. Maintain other records as required.
- Design and prepare marketing campaigns and promotions.
- Proactively identify suitable flights for social media promotion and publish relevant photos or videos to enhance online engagement.
- Review, update, and revise Helicopter Services Division's packages
- Identify potential collaboration opportunities with agents and coordinate meetings to discuss and formalize partnerships through an MoU

- Manage the Heli social media accounts by bringing in proposing new innovative videos and trends to hop on to, in consultation with the media committee.
- Prepare sales brochures and displays to call public attention to the product.
- Collect data and prepare a quarterly write-up on revenue performance and helicopter utilization in the prescribed format. The data must match with that of FCSD. Consolidate quarterly, half-yearly, and yearly reports.
- Execution of any other official tasks assigned by the GM or manager.

SKILLS REQUIREMENT

- 1.Strong customer service and communication skills.
- 2.Strong data recording and reporting skills.
- 3.Good numerical ability for fare calculation and payment handling
- 4.Record-keeping and documentation management.
- 5.Coordination with Accounts and external agencies.
- 6.Proficiency in spreadsheets and reporting tools.
- 7.Accuracy and attention to detail.
- 8.Ability to manage deadlines (daily/monthly reporting).

OTHER COMPETENCIES

- Professional appearance and attitude.
- Teamwork and collaboration.
- Time management and multitasking.
- High level of integrity and reliability.
- Ability to handle difficult customers calmly.