

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

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

17. 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.
18. Prepare sales brochures and displays to call public attention to the product.
19. 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

1. Professional appearance and attitude.
2. Teamwork and collaboration.
3. Time management and multitasking.
4. High level of integrity and reliability.
5. Ability to handle difficult customers calmly.