

**SriLankan Airlines**, the National Carrier of Sri Lanka and a member of **oneworld** alliance, operates an extensive global network covering the Europe, Middle East, Africa, Indian Subcontinent, South East Asia, the Far East and Australia.

The SriLankan team is seeking for dynamic individuals to join us as:

### **General Manager Cargo**

The incumbent will report to the Head of Cargo and is responsible to provide leadership and guidance to the Cargo Sales and Cargo Operations departments to ensure a profitable Cargo business through cost efficiency, development of new revenue streams and managing internal/external relationships with the team, clients and vendors at all levels.

Be responsible for the management and supervision of functions and activities within the Cargo division and has the authority to communicate and coordinate with regulatory authorities and procurement related activities.

### **Key responsibilities:**

- Carry out market and global trend studies to direct the Cargo Sales and Cargo Operations departments, adapt and venture into new business opportunities whilst optimizing existing business. Implement feasible business practices in Cargo Sales and Cargo Operations departments in keeping with the dynamics of the trade and customer requirements whilst meeting revenue targets.
- Plan and lead the implementation of developed and agreed business plans of the Cargo Division to ensure projected revenue and profit targets are reached.
- Formulate strategy and budgets for the Division and implement effective plans to achieve targets. Monitor and control annual divisional budgets for maximum feasibility.
- Support in achieving strategic objectives of the Cargo Division by providing leadership and guidance to the Cargo Sales, Operations and Marketing teams.
- Anticipate and manage the fast-changing needs of the client base and recommend/ implement measures to meet/ exceed their service expectations. Set service standards for the team and Service Providers while ensuring compliance, so that service quality is a clear differentiator with clients and partners.
- Develop skills of existing staff, attract high-quality talent, and find synergies with other Divisions to achieve operational excellence. Strictly implement operational policies, procedures and customer satisfaction targets to include zero-tolerance of service failures.
- Ensure operational policies, procedures are implemented and ensure customer satisfaction targets to include zero-tolerance of service failures.

### **The candidate should possess the following minimum requirements:**

- Bachelors' Degree with 8 years of overall work experience with 5 years at Managerial level in a relevant discipline

OR

- Full professional qualification with 8 years overall experience with 5 years at Managerial level in a relevant discipline

Be a Sri Lankan citizen.

Applications **(with copies of educational/ professional certificates and Service Letters attached)** along with your **contact number** and **e-mail address** should be sent through e-mail to [careers@srilankan.com](mailto:careers@srilankan.com) or through registered post addressed to the **Group Head of Human Resources & Cabin Services, Human Resources Division, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka**, stating the post applied for on the upper left corner of the envelope, to reach us on or before **06<sup>th</sup> October 2021**

### **We are an equal opportunity Organization.**

Influencing will be a reflection of unsuitability.

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.