

## Commercial Analyst

**Salary:** Commensurate with skills and experience

**Reports to:** VP Commercial Continental Europe

**Location:** Amsterdam

### Overview

We are looking for dynamic and passionate individual with excellent commercial, analytical and communication skills that is focused on results, likes to work in a dynamic environment and work well under pressure. This (full time) position offers a broad scope of work in support of the European Commercial and Management Team. On one hand you will assist and provide analytical support to the Management team through regular, consistent and accurate preparation and analysis of commercially relevant data and KPIs. You coordinate with other team members across the region for the development of performance reporting covering stations, countries, and individual customers. You will identify market trends to highlight risks and opportunities and generate various reports based on data derived from various systems and resources, to build a profile and analysis for future planning and growth. On the other hand you will assist the European Commercial and Management Team with keeping the day-to-day Regional activities and projects going forward as planned. This will mainly be Commercial Driven Activities. Tasks range from assisting with the preparation of Business Review Meetings with our Key Customers and bidding process for RFP's/Tenders to marketing support, commercial support, regional support, preparation and creation of presentations, administrative duties, assist with special projects and follow-up on enquiries from our customers. This position reports direct to the VP Commercial Continental Europe.

- Monitoring the Ground Handling market on regular basis (benchmarking)
- Conduct market research and competition landscape
- Preparation and analysis of commercially relevant data for tenders or projects and KPIs
- Daily, weekly or monthly reporting of on-time performance, additional revenue collection and service delivery as required
- Analysis of the customer's performance results and investigation into individual service failures.
- Reporting performance, trends and actions at regular customer meetings with minutes provided for each meeting
- Development and standardization of performance reports covering stations, countries, and individual customers
- System user support and development (CRM, Qlik Sense, RSMS and Cobblestone) to ensure that contract revenue and other commercial data is captured correctly
- Prepare and standardize power point presentations to be delivered to airline customers, suppliers as well as Menzies Aviation management, sales letters, marketing material etc.
- Plan and prepare meetings, conferences and take minutes where required
- Assist with RFP responses by gathering necessary information and importing into a professional RFP response document
- Maintaining and developing relationships with airline customer's representatives to ensure the Menzies operation is aligned to the customer's vision and strategy
- Respond to suppliers, client and internal enquiries where required
- Organize and administer ground handling conferences
- Organize customer activities
- Provide assistance in the region to develop and roll out of the sales and customer visit/activity plan
- Liaising with colleagues in other departments to support the sub regions or the European Management Team
- Assist with any regional tasks and opportunities, which may arise on an Adhoc basis
- Assist the European Commercial and Management Team
- Undertake other reasonable duties, as and when deemed necessary by your manager

## Candidate requirements

- Commercial experience, preferred within the ground handling business or commercial airline industry
- Proven and adequate knowledge of Business Intelligence techniques and concepts (analytical skills)
- Strong and effective communications skills
- Pro-active approach
- Fluent in English
- Self-motivated, disciplined, with a flexible attitude to working hours
- Highly developed skills with Microsoft Office Suite such as Word, Excel and PowerPoint
- Effective organizational skills with special attention to detail
- Location: Amsterdam.