



## **HEAD OF PASSENGER SERVICES DIVISION. VILNIUS, LITHUANIA**

We're looking for a driven leader to oversee and enhance our passenger services operations. If you're ready to lead a high-performing team, drive operational excellence, and make a lasting impact, we'd love to hear from you.

Apply today and help shape the future of passenger services!

### **You will be responsible for:**

- Leading and executing day-to-day passenger service operations to ensure quality and effective workflow.
- Developing long-lasting relationships with clients, partners, and employees.
- Preparing financial and status reports and presenting them to management.
- Developing and managing budgets related to passenger services activities.
- Ensuring that the passenger services division's legal and regulatory documents are filed, while monitoring compliance with relevant laws and regulations.
- Implementing and tracking key performance indicators (KPIs) for the passenger services division.
- Improving and maintaining operational processes using Lean methodology.
- Demonstrating strong leadership, building a high-performing team, and motivating employees to achieve ambitious goals.
- Fostering a strong culture rooted in ambition, collaboration, and trust.

### **To succeed, you will need:**

- A Bachelor's or Master's degree (or an equivalent qualification).
- At least 2 years of professional experience in a leadership position (prior experience in aviation or operations is preferred).
- Strong business acumen and a proactive, hands-on approach.
- The ability to thrive in a dynamic, fast-paced environment, meeting tight deadlines while maintaining a positive attitude.
- Excellent analytical skills, with demonstrated success in managing complex projects or teams, showing high attention to detail, initiative, and action orientation.
- Practical experience in implementing Lean systems within daily operations.
- Strong leadership and team management skills.
- Proficiency in both Lithuanian and English (minimum B2 level), with strong verbal and written communication abilities.

**We offer:**

- A supportive and dynamic team that makes work enjoyable.
- Exciting company traditions and team-building activities.
- Opportunities for both professional development and personal growth.
- Comprehensive health insurance.
- Free gym access, including group workout sessions, to help you achieve your fitness goals.
- Exclusive discounts and special offers from our ASG partners.
- Free supervised childcare services.
- Complimentary parking conveniently located near the office.
- An extra day off to celebrate your birthday.

Salary: from 3300 € (brutto)

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„Baltic Ground Services“ („BGS“) - is an international provider of ground handling, aircraft fueling, liquid ADR logistics, training services and IT solutions. The company operates in 8 countries throughout Central and Eastern Europe.