



PERFORMANCE EXCELLENCE MANAGER. RIGA, LATVIA

YOUR NEW EXCITING CHAPTER IN THE WORLD OF AVIATION BEGINS NOW WITH SMARTLYNX AIRLINES!

We are a strong and rapidly growing industry-leading airline looking to expand and welcome new colleagues from all over the world.

Kickstart your career in aviation with ease: most of our positions don't require previous aviation experience. The mentoring and training are on us, and the enthusiasm and passion for aviation are on you!

Join our growing company of more than 530 office employees and 1500 crew members and become a part of a dynamic, diverse & reputable team providing splendid ACMI, charter, and cargo services for top-tier clients worldwide.

To find out more about the company, visit our webpage-<https://www.smartlynx.aero/en/careers>

Join the Smart Team! We believe that an aviation career is more than a job; it's a lifestyle!

WHAT WILL YOU DO

We are seeking a Performance Excellence Manager to join our team. The ideal candidate will have a strong background in data analytics, strategic project management, and process improvement methodologies. This individual will play a crucial role in setting the long-term performance management vision and strategy for the company, translating these into short-term goals and actionable plans to achieve key performance indicators.

Main tasks:

- Set the long-term Performance Management vision and strategy for the company and translate these into short-term goals and roadmap for achieving Key Performance Indicators.
- Build a complete and integrated business performance model through process excellence metrics.
- Provide training to employees and apply methodologies to support departments in defining the right performance and leading workshops to improve performances.
- Based on long-term goals, design, onboard, and develop a necessary team to achieve results.
- Develop and implement data strategies that align with the company's goals, vision, and values, including opportunities for data-driven decision-making, improving data quality, and developing data governance policies.
- Promote data-informed decision-making throughout the company by partnering with different teams to set higher analytical standards.
- Build management routines where business performance is a foundation, ensuring the company can get the most value out of it.

LET'S TALK ABOUT YOU

- At least 5 years of experience working within Data Analytics, including at least 3+ years in strategic and cross-functional project management.
- Proven track record of data analysis, visualization, and reporting tools (e.g., Tableau, Power BI, SQL, Excel).
- Very strong ownership and desire to deliver exceptional quality work in a timely manner.
- Strong understanding of data warehousing, data modeling, and data management.
- Able to understand business process structure and metrics.
- Proven track record of workshop facilitation and internal training delivery.
- Bachelor's degree in Management, Economics, Statistics, Analytics, Information Systems, or a related discipline.
- Able to demonstrate strong organizational, planning, and time management skills.
- Knowledge of process improvement methodologies such as Lean, Six Sigma, and BPM.

THIS IS WHY YOU WILL LOVE TO WORK WITH US

- Opportunity to work together with global aviation experts;
- International, friendly, modern, and comfortable work environment;
- Fully paid lunch and healthy snacks in the office;
- Advanced health insurance after probation period;
- Paid day off on your birthday;
- For professional and personal development opportunities, join our Talent Academy, Leaders Club, or other development incentives;
- Corporate and social events.

WHAT NEXT?

Successful candidates will receive an invitation to participate in a one-way interview via the Willo platform. Please check your SPAM box for the invitation.

If you are chosen for the next step, you will receive an invitation for an online interview.

**Please note that background checks will be conducted on all applicants and restrictions that can suspend the process of employment in accordance with the Law on Aviation Article 57.1. will be additionally evaluated. By applying to this job advertisement, the applicant takes full responsibility for declaring truthful information. In case, if information submitted will be discovered false or the Background Check result will return negative, participation in the recruitment process will be terminated.*

Salary: from 2900 € to 2900 € (brutto)

In its 27 years in the ACMI and air charter business, SmartLynx Airlines has earned a name for itself as one of the finest in the industry. Operating a fleet of Airbus A320s and Airbus A321s aircraft, the airline transports over 3 million passengers annually in Europe and Asia.