



VACANCY ANNOUNCEMENT

Air Tanzania Company Limited (ATCL) is expanding its network to meet the needs of its Business Strategy which focus on sustaining the recorded achievements and remain an airline of choice that meets and exceeds customers' expectations in line of its mission of provision of reliable, safe, and high-quality services. Therefore, applications are invited from qualified Tanzanians to fill the positions mentioned below;

1. POSITION: FLIGHT DISPATCH AND CONTROL MANAGER (1 POSTS)

MINIMUM ENTRY QUALIFICATIONS:

- Must have Bachelor degree in Science subject or equivalent.
- Must be a holder of TCAA Flight Operations/Flight Dispatcher's License.
- Must be proficient in English Language in accordance with the English Language proficiency requirement contained in Tanzania Civil Aviation Regulations (TCAR).
- Must have at least eight (8) years of working experience as Flight operations officer and 2 years in supervisory level.
- Must be computer literate.

DUTIES AND RESPONSIBILITIES

- Ensure the allocation of resources necessary to manage safety risks and security threats related to Flight Dispatch and Control;
- Provide necessary up to date operational documentation, flight data and information required by Crew;
- Administer implementation of all required Operations Manuals;
- Examine and review operating policies and procedures related to the types of aircraft flown and recommend changes;
- Supervise the maintenance of continuous flight watching and ensuring conformity with all flight dispatch requirements and regulations;
- Disseminate flight information to necessary departments so as to ensure coordinated operations;

- Coordinate the Operational, Commercial, Engineering and Maintenance aspect of all Flight Operations and taking corrective action when and where necessary;
- Developing and recommending procedures and policies related to Operations Control activities;
- Fulfil all operational handling contracts with other airlines;
- Coordinate a Crisis Management Centre in the event that an emergency is imminent, or has taken place time;
- Conduct an ongoing technical evaluation of updates in technology related to flight dispatch functions and advise accordingly;
- Publish, revise and authorize Operations Manual and other Operational documentation deemed necessary to enhance safety and improve the operation;
- Initiate, approve and monitor cost effective Flight Operations annual budget required to achieve operational targets, without jeopardizing safety; and
- Liaise with the TCAA and other regulatory agencies or authorities on Flight Operations subject matters.
- Perform any other official duties as assigned by the respective supervisor

2. **POSITION: SENIOR SALES AND MARKETING OFFICER II (3 POSTS)**

MINIMUM ENTRY QUALIFICATIONS

- Must have Bachelor Degree in any field.
- Must have one of the following certificate; Air Transport Management, Air Ticketing, Air Cargo, Dangerous Goods, Ground Handling, or equivalent qualifications from any recognized Aviation institution.
- Must have seven (7) years of working experience in related field.
- Possession of Air Ticketing, Air Cargo, Dangerous Goods, Ground Handling will be an added advantage.

DUTIES AND RESPONSIBILITIES

- Be the principal administrator for Air Tanzania in the assigned station safeguarding ATCLs interests.
- Develop, execute and drive both Passenger & Cargo Sales plan guaranteeing exposure of Air Tanzania's product facilitating delivery of the company's Sales targets and business objectives in the assigned territory.
- Liaise with GSA to build and maintain sales team representation and network to ensure sustenance of profitable sales revenues and market share for Air Tanzania.

- Manage and ensure a safe, efficient, cost effective and timely airport operation so that ATCL's image, reputation and passenger service levels are maintained and enhanced.
- Ensure that appropriate action is taken for providing prompt service to Air Tanzania passengers in all operational areas [Passenger Services, Ticket Desk and in the Lounge] to maintain, and where required, to restore the goodwill and confidence of passengers facing various adverse situations (flight disruptions, denied boarding, etc.).
- Ensure that Service Level Agreements, On Time Performance and Baggage Services KPIs are achieved in line with the company standards.
- Ensure operations are conducted in accordance with conditions and restrictions of the AOC and in compliance with applicable regulatory, IOSA and Air Tanzania standards regulations.
- Ensure that adequate measures are implemented and maintained in order to protect the safety and security of the whole operation including aircraft, passengers, cargo, baggage and all staff.
- Lead, guide and develop staff in order to ensure the maintenance of a disciplined, motivated work force, and adherence to passenger service and other operation standards.
- Perform all administrative duties in an accurate and timely manner, e.g. Monthly Reports, Performance Appraisals, Budget preparations, Baggage Claim settlements, invoice verification, general correspondence, and complaint investigation and highlight areas of potential problems, reoccurring discrepancies, service failures and provide recommendations for continuous improvement.
- Enhancing cooperation and relationship with external partners such as Other Airlines, Airport Authorities, Tourism Bureaus, Embassies & Consulates, relevant government authorities, Hotel partners, Car hire etc.
- Analyze trends on baggage interline misconnection and propose corrective measures.
- Analyze trends on baggage pilferage and theft and propose corrective measures.
- Any other duties as may be assigned.

3. **POSITION: INTERNAL AUDITOR II (1 POST)**

MINIMUM ENTRY QUALIFICATIONS

- Must have Bachelor Degree or Advanced Diploma in one of the following fields; Auditing Accountancy, Finance, Commerce or Business Administration majoring in Accountancy or Finance or equivalent qualifications from recognized institutions.

- Must have CPA (T), ACCA, ACA, CIA or equivalent professional qualification recognized by the NBAA.

DUTIES AND RESPONSIBILITIES

- Identify and review all required information and document all controls and risks for internal audit planning.
- Develops and execute audit programs as assigned by assignment team leaders.
- Conducts audit to appraise the adequacy and use of financial, accounting and operating controls on each assigned engagement.
- Conducts special investigations as assigned by Chief Internal Auditor/ other relevant authorities.
- Prepares audit reports.
- Document all audit working papers as per laid down guidelines on every audit engagement in the permanent and current files.
- Participate on preparation of Annual Internal Audit plan.
- Follow up on Audit recommendations.
- Assists in the preparation of annual budget for the unit.
- Performs any other duties as may be assigned by supervisor.

4. POSITION: SALES AND MARKETING OFFICER II (FLIGHT ANALYST) (5 POSTS)

MINIMUM ENTRY QUALIFICATIONS

- Must have Bachelor Degree in any field.
- Must have one of the following certificate; Air Transport Management, Air Ticketing or equivalent qualifications from any recognized Aviation institution. Airline Revenue Management background and experience will be an added advantage.
- Must be computer literate.

DUTIES AND RESPONSIBILITIES

- Implement yearly Revenue Optimization strategy for assigned routes taking into account seasonal fluctuations.
- Monitor passenger booking pattern over the booking cycle of the flight and manage over-booking to maximize revenue.
- Responsible for reviewing and approving proper optimization parameters which provides the means to ensure leg optimization reflects market needs and business policies and decisions.
- Analyze and forecast segment / class demand and modify as required.

- Provide route reports to the sales team, gather market intelligence / calendar of events to exploit opportunities and minimize threats from competitor activity.
- Closely work with Network Planning and Pricing teams in identifying strong and weak flights and provide proactive measures to maximize revenue.
- Request for upgrades, downgrades, cancellations as appropriate and coordinate with other teams for smooth disruption.
- Introduction of tactical fares to fit demand levels and seasonality.
- Handle adhoc Group pricing and optimal group acceptance.
- Coordinate and ensure that fares correctly uploaded in the system and visible on all sales platforms for all assigned routes.

5. **POSITION: SALES AND MARKETING OFFICER II – SCHEDULE PLANNING (1 POST)**

MINIMUM ENTRY QUALIFICATIONS

- Must have Bachelor Degree in any field.
- Must have one of the following certificate; Air Transport Management or equivalent qualifications from any recognized Aviation institution.
- Experience in route profitability and industry best practice in network & schedule development will be an added advantage.
- Must be computer literate

DUTIES AND RESPONSIBILITIES

- Plan, produce and control of seasonal and operational flight schedule to maximize aircraft utilization, connectivity, operational integrity and financial returns on assigned routes.
- Identify, evaluate and motivate route network growth opportunities that are operationally feasible and commercially sound taking into account new market, airline industry conditions, customer needs and competitors.
- Generate Seasonal schedules that reflect the true operational constraints (developed as a team effort, working closely with Sales, Operations and Revenue Management).
- Monitor & review schedule performance to enhance operational efficiency.
- In liaison with Revenue Management, Flight operations, Technical & Partner Airlines, allocate optimal capacity to routes that require routine rationalization (upgrades/downgrades/cancellations) due to demand.
- Timely distribution & update of the schedules to all stakeholders to ensure timely access & maximum exposure in the market.

- In liaison with Finance, provide quality and timely route performance and profitability data/reports.
- Pursue, obtain and monitor the most suitable & optimal slots for the operating schedule in slot coordinated airports.
- Maintain a current data base of competitor schedules, capacity and passenger uplifts.

6. **POSITION: CATERING OFFICER II (3 POSTS)**

MINIMUM ENTRY QUALIFICATIONS

Must have a Bachelor Degree in one of the following fields; Hotel Management, Nutrition, Food Production or equivalent qualifications from recognized institutions.

DUTIES AND RESPONSIBILITIES

- Reconcile with the cabin crew on catering, dry stores and beverages provided after each flight.
- Supervise the requirements of drinks, meals and dry stores for each flight.
- Maintain a minimum stock to cater for emergencies and during public holidays.
- Prepare reports on flights consumptions of meals, beverages and dry store commodities.
- Performs any other official duties as may be assigned by your supervisor.

7. **POSITION: AIRCRAFT CLEANER II (1 POST)**

MINIMUM ENTRY QUALIFICATIONS

- Must have Form IV Certificate with two pass in any subjects,
- Must have any relevant Certificate from VETA or any recognized institutions.
- He/she will attend In- house training in the following fields; ATCL Maintenance procedures, aircraft, component, hangar facilities, working safety gears and cleaning.

DUTIES AND RESPONSIBILITIES

- Handle general cleaning of line, hangar and workshop facilities under supervision.
- Clean Aircraft and aircraft components under supervision.
- Assist in positioning working and safety gears to facilitate maintenance activities.
- Performs any other duties as may be assigned by the supervisor

8. **POSITION: SALES AND MARKETING ASSISTANT II –SALES EXECUTIVE (1 POST)**

MINIMUM ENTRY QUALIFICATIONS

- Must have Diploma preferably in Commerce, Business Administration or relevant discipline.
- Must have one of the following certificate; Air Transport Management, Air Ticketing, Ground Handling, or equivalent qualifications from any recognized Aviation institution.
- Experience in airline sales working directly for an airline, or within a Travel Agency will be an added advantage.
- Must be computer literate.

DUTIES AND RESPONSIBILITIES

- Ensure that set volume targets are achieved within prescribed time limits and contribute to total area achievement.
- Travel agent and corporate recruitment as per the respective sale strategies.
- Evaluate and report all changed situations, trade and competitive activity to ensure Company maintains market awareness.
- Enhance relationships with the entire Travel Trade in the assigned territory.
- Contributing to the formulation and implementation of ATCL sales strategy/ies to maximize short- and long-term revenue opportunities, reduce cost of sales and generating channel shift where appropriate.
- Resolve operational and reservations issues from travel agents and other corporate clients.
- Developing tactical sales and marketing activity in support of sales opportunities in both Trade Partners and Corporate market place.
- Performing other related functions, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

9. POSITION: SALES AND MARKETING ASSISTANT II –SALES & RESERVATIONS (16 POSTS)

MINIMUM ENTRY QUALIFICATIONS

- Must have Certificate in any field.
- Must have one of the following certificate; Air Transport Management, Air Ticketing, or equivalent qualifications from any recognized Aviation institution.
- Possession certificate of IATA or UFTAA will be added advantage.
- Must be computer literate.

DUTIES AND RESPONSIBILITIES

- Make ticket reservations, confirmations, reconfirmations and seat selection for clients on ATCL flights in compliance with the carrier policies, procedures and customer expectations.
- Give fare quotes to all ATCL clients including group quotations and bookings.
- Ensure daily sales reports and sales dispatches are submitted in accordance to company procedures.
- Give clients correct flight details and information.
- Protect and enhance revenue collection to meet ATCL expectations.
- Market and promote ATCL products.
- Ensure your up to date with all ATCL new products and information (i.e. schedule, special fare, Frequent Flier etc.).
- Effectively communicate relevant aspects of customer service internally and externally to meet customer expectations.
- Any other duties as may be assigned by your supervisor.

10. POSITION: SALES AND MARKETING ASSISTANT II (TRAFFIC LIASON) - (17 POSTS)

MINIMUM ENTRY QUALIFICATIONS

- Must have Certificate in any field.
- Must have one of the following certificate; Air Transport Management, Air Ticketing, Air Cargo, Dangerous Goods, Ground Handling, or equivalent qualifications from any recognized Aviation institution.
- Possession certificate of IATA or UFTAA will be added advantage.
- Must be computer literate.

DUTIES AND RESPONSIBILITIES

- Supervise and ensure efficient and effective check in and boarding of passengers in compliance with carriers' policy/ procedures and customer expectations.
- Supervise baggage handling and prepare weekly baggage handling report. Liaise with the GHA to ensure lost baggage is communicated, traced and delivered to affected passengers.
- Ensure customers are well handled at all times and especially during flight irregularities and are provided with required assistance.
- Ensure conformity with all regulatory requirements, organization standards and local procedure as well as requirements of customer airlines.

- Effective communication internally and externally to enable effective planning control and reporting.
- Ensure a safe and secure working environment in compliance with relevant legislative/ industry requirements.
- Audit, review and report on service delivery to monitor compliance on SLA's availed to GHA.
- Administrative processes to ensure integrity and accuracy manual and computerized data processing.
- Strict control of excess baggage collection and remittance.
- Record all flight movements as per company requirement.
- Any other duties as may be assigned by your supervisor.

11. **POSITION: OFFICE MANAGEMENT SECRETARY II (1 POST)**

MINIMUM ENTRY QUALIFICATIONS

- Must have Form VI or Form IV Certificate of Secondary Education.
- Must have Diploma in Office Management/Secretarial Studies (NTA 6) with 80 w.p.m. shorthand, tabulation and manuscript stage II, secretarial duties, office procedure stage II and;
- Knowledge in computer from a recognized Institution.

DUTIES AND RESPONSIBILITIES

- Make follow-up outstanding replies;
- Coordinate office requirements;
- Keep diary of events and appointments;
- Ensure office orderliness and neatness;
- Take care of all facilities under one's charge;
- Keep in custody confidential matters;
- Attend to telephone calls and takes messages;
- Ensure that the respective office is punctually open;
- Receive and distributes letters to respective officials;
- Order and controls office stationery for the office;
- Receive and directs visitors; and
- Perform any other duties and responsibilities as may be assigned by Supervisor.

12. **POSITION: TECHNICAL DATA ASSISTANT II (3 POSTS)**

MINIMUM ENTRY QUALIFICATIONS

- Must be a holder of Diploma/FTC in one of the following fields; Telecommunication, Electrical, Mechanical Engineering, Automotive or equivalent qualifications from recognized institution.
- The candidate shall be required to attend a special course on Records Management within twelve months after being employed.

DUTIES AND RESPONSIBILITIES

- Keep all aircraft and component records under supervision.
- Assist in recording accurately all Log books and associated data of the aircraft and components and other items as specified in the aircraft maintenance program.
- Performs any other duties as may be assigned by the supervisor.

13. POSITION: TECHNICAL DATA ASSISTANT II (3 POSTS)

MINIMUM ENTRY QUALIFICATIONS

- Holder of Form IV Certificate with two pass in any subjects.
- Must be Computer Literate.
- Possession of any addition certificate is an added advantage.

DUTIES AND RESPONSIBILITIES

- Prepare refreshments for office use and during meetings.
- Assist in photocopying and arranging documents.
- Distribute files and other documents.
- Collect letters from the Post Office.
- Run Office errands.
- Direct visitors to the proper offices.

TERMS AND CONDITIONS

Five (5) years contract with attractive remuneration and fringe benefits as per ATCL Salary Structure and Incentive Scheme.

MODE OF APPLICATION FOR ALL APPLICANTS:

Interested applicants must submit a dully signed letter for consideration of the applications attached with the following: -

- A curriculum vitae (CV),

- Certified copies of all certificates (including secondary school, birth certificates), other relevant certificates, **Applicants who have studied outside Tanzania should have their certificates approved by relevant authorities Tanzania Commission for University (TCU) or National Examination Council- NECTA)**
- Two recent passport size photographs.
- Name and address of at least two reputable referees;
- Applicants from Public Service should route their applications through their employers;
- Applicant's reliable contact address, email address and telephone number.

NOTE

Misrepresentation of qualifications or any other information on application shall warrant legal consequences

CLOSING DATES

The application letters should reach the undersigned within fourteen (14) days from the first date of this announcement.

MANAGING DIRECTOR & CHIEF EXECUTIVE OFFICER

AIR TANZANIA COMPANY LIMITED,

P.O. BOX 543,

DAR ES SALAAM.

Issued on: 28 JULY, 2023

***ATCL is an equal opportunity employer. Women are encouraged to apply.
Misrepresentation of qualifications or any other information on application shall warrant legal consequences.***

DEADLINE : 11TH August 2023