

NOW HIRING - Head of Network & Revenue Management



Reporting to the VP Commercial, the Head of Network & Revenue Management has the overall responsibility to optimize revenue generation while efficiently allocating aircraft to all routes served by Harbour Air. As a key member of the senior leadership team (SLT), you will be responsible for optimizing revenue generation through innovative revenue management and will play a key role in implementing the commercial strategy. This role will manage and support the Manager of Pricing & Revenue Management.

WORK HOURS: Office hours (weekend and evenings as needed)
LOCATION: Richmond, Vancouver, or Victoria BC
TERM: Full Time Regular
DEPARTMENT: Commercial
COMPENSATION AND BENEFITS: Competitive wages, flight perks (including buddy passes and global inter-airline partnerships), discounts at local restaurants and partner organizations, staff events and much more!

Responsibilities and Expectations

- Oversee all revenue generation and the efficient allocation of the airline's fleet.
- Development of network and fleet strategies increasing productivity and efficiency.
- Monitor the marketplace and analyze opportunities, providing competitive strategies and tactics.
- Design and oversee the implementation of inventory strategies, including identifying opportunities for tactical pricing actions to generate incremental traffic.
- Monitor revenue performance and ensure the required corrective actions are undertaken by the relevant teams.
- Assimilate all the information from past and current market price performance to predict future trends to maximize revenue and load-factors on the airline's network.
- Maintain routes in line with performance and budget expectations through the careful management of the fare-class system and provide input and careful inventory management on seat sales.
- Provide support to sales, issue fare guidance on group quotes and corporate agreements.
- Manage the adoption of new process and system enhancements from the company's revenue management system.
- Oversee inventory controls and fare strategies for all sales channels, including corporate and promotional leisure sales.
- Evaluate the impact of competitors' pricing and revenue management actions and implement appropriate responses.
- Lead the evaluation, selection, and introduction of new markets and destinations and their eventual integration into the network.
- Contribute to the development of the annual business plan, providing direction in areas such as network development and revenue growth.

Qualifications/Assets

IDEAL EXPERIENCE

- A minimum of 5 years of revenue management experience covering both operational and strategic responsibilities, ideally at a regional, full-service, or low-cost airline as well as experience in network planning or scheduling of aircraft or other mobile assets in a related industry.
- Ability to leverage technology to drive revenue and improve customer experience. Experienced in the application of modern information technology systems and tools to modernize and optimize all dimensions of an airline commercial organization.

EDUCATION

Undergraduate degree in business, marketing, economics, finance, or another relevant area, ideally complemented by a graduate degree or equivalent.



JOB PROFILE - Your Flight Path to Success

CRITICAL LEADERSHIP CAPABILITIES

- Demonstrating Commercial Acumen
- Develops financially sound analyses that inform business investment decisions.
- Challenges the teams to find new ways to exceed revenue and/or profit targets.
- Identifies and implements best practices from other organizations to maximize revenues, profit, or market share.
- Identifies and removes obstacles that impact profitability.

Driving Results

- Acts to surpass team goals, seizing opportunities to extend the limits of what is possible.
- Sets continually higher goals for the team that are ambitious but achievable.
- Identifies and acts on new opportunities that enable performance targets to be exceeded.
- Seeks new challenges and is energized by exceeding targets.
- Apply a continuous improvement mindset by pursuing automation and process improvements.

ABOUT HARBOUR AIR GROUP

- Launched in 1982, Harbour Air is North America's largest seaplane airline. With around 500 employees, it flies more than half a million passengers annually both within BC and to/from Seattle, USA.
- Our people are the backbone of our organization, and we are committed to creating a culture that inspires one another to achieve extraordinary success. We have regularly been honored as the recipient of numerous awards including Canada's Best Managed Companies, BC's Top 55 Employers, and Canada's Most Admired Corporate Cultures.

APPLY NOW: Email your resume and cover letter to jobs@harbourair.com quoting Head of Network & Revenue Management (23-20)

DEADLINE: Open until filled

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

Harbour Air is an equal opportunity employer, we are committed to Diversity and Inclusion and value a diverse workforce. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us closer to our customers and communities we serve.

Harbour Air is committed to developing a barrier-free recruitment process and work environment. Accommodations in relation to the job selection process are available upon request. If you require any accommodation, please email jobs@harbourair.com and we'll work with you to meet your accessibility needs.