



## JOB POSTING

### Commercial Manager

We are looking for a **Commercial Manager** to join our team in our Commercial department. Custom Helicopters Ltd. provides helicopter support to clients for various applications, while providing high-quality services with a commitment to safety, quality, and value.

Reporting to the Director of Commercial, the Commercial Manager is responsible for assisting with the day-to-day sales, marketing, and business development activities within the Commercial department. The Commercial Manager will work closely with the Commercial team to help develop and implement initiatives to drive growth and increase the Custom brand. Furthermore, the Commercial Manager will act as the liaison between Commercial and the in-house Operations Center, with a focus on ensuring efficient collaboration across teams.

#### Responsibilities:

- Manage the preparation of commercial quotes, bids and proposals including technical writing and detailed pricing plans.
- Negotiations and identify risks in customer contracts.
- Provide a high level of service for new and existing customers to ensure operational and contractual requirements are met.
- Assist in lead generation through various channels such as networking, cold calling, referrals, and online research.
- Explore new markets and geographical regions for business expansion.
- Develop and nurture strategic relationships and partnerships with key customers.
- Monitor the performance of projects with a focus on customer satisfaction and customer retention.
- Identify revenue opportunities and market trends through data-driven recommendations.
- Liaise with the Operations Center to provide customer project information & commercial terms.
- Assist the Operations Center with queries regarding revenue reconciliation, associated tasks and ongoing quality assessment of revenue portal.
- Ensure all internal commercial processes are followed.
- Assist in the execution of the company's marketing strategy and business plans.
- Assist with branding and marketing activities including managing social media campaigns and promotional merchandise.
- CRM management, including maintaining customer information and overseeing KPI reporting.
- Provide administrative support to the Commercial department as required.

#### Qualifications:

- Diploma or Degree in business administration, or another related field with a specialization in sales or marketing (a combination of education and/or experience may be considered).
- 5+ years of experience in a customer centric sales or business development role. Aviation experience is considered an asset.



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- Experience with indigenous relations.
- Excellent contract negotiation, communication, and interpersonal skills.
- Proficient computer abilities; including Microsoft Office (Word, PowerPoint, Excel, and Outlook), CRM, social media platforms, amongst others.
- High level of accountability with sound analytical thinking, organizational, and prioritization skills. Ability to work in a dynamic work environment.
- Knowledge of finance, invoicing, and operations systems.
- Ability to travel, both domestically and internationally.
- Valid driver's license and Passport.

The successful candidate must provide a satisfactory Criminal Record Check.

Custom Helicopters Ltd. promotes a highly skilled workforce built on mutual respect, supporting personal and professional growth. We offer a competitive salary, along with a comprehensive employee benefit and Pension Plan, and Employee Share Purchase Plan.

Submit your cover letter and resume to Human Resources at [careers@customheli.com](mailto:careers@customheli.com). Quote Job Reference: **18-24, Commercial Manager**.

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