

Do you combine leadership responsibility with a hands-on mentality – and feel at home in the airline and ticketing environment with close customer contact?

We are a dynamic Swiss niche and complementary services company operating at the airports of Zurich, Basel and Geneva, with around 750 employees. Our clients include international airlines, tour operators and ground handlers. For our station in Geneva, we are looking to fill the following position **immediately or by arrangement**:

Head Operations Geneva 80 - 100% (w/m/d)

In this role, you will manage our Geneva station with a focus on quality, organization and cost-effectiveness, ensuring smooth day-to-day operations. You will report to our Director Northwestern Switzerland and serve as a reliable pillar of support. Through your forward-looking resource planning, motivating leadership style and proactive involvement in airline ticketing, you will drive our Geneva station purposefully into the future.

Your responsibilities:

- Operational, personnel and financial management of the Geneva station (seasonally approx. 30–60 employees)
- Ensuring a high level of service quality as well as compliance with legal requirements, internal guidelines and operational standards
- Active participation in ticketing shift operations (40–60%), including maintenance of cash journals and settlement records
- Management, recruitment, training and development of employees
- Responsibility for resource and deployment planning as well as the strategic development of the station
- Ensuring service-oriented collaboration with our clients and airport partners
- Shared responsibility for budgeting and operational results
- Stakeholder management and representation of the Geneva location towards internal and external parties
- Participation in various projects and subsequent implementation, as well as acquisition of new clients

We expect:

- Completed commercial training or basic training related to ticketing; additional qualifications in business administration or corporate management are an advantage
- Several years of leadership experience, ideally in aviation or the travel industry
- Very good French and English language skills, both written and spoken (both languages at least B2-C1 level); knowledge of German is desirable but not mandatory
- Proficient in MS Office; experience with ticketing systems is a plus
- Structured and conscientious working style, combined with entrepreneurial thinking and action
- Proactivity, strong interpersonal skills and assertiveness
- Enthusiasm for an operational leadership role with close ties to day-to-day business
- Strong service orientation and enjoyment of direct contact with clients and partners
- Affinity for numbers and an understanding of resource planning, budgeting and business management contexts

We offer:

- Responsible leadership role with direct influence on day-to-day operations
- Varied field of responsibility with customer proximity and room for initiative
- Short decision-making paths and collaboration with a wide range of stakeholders
- Opportunity to help shape and further develop procedures and processes within the station
- Collegial working atmosphere and a lived one-team mentality
- A multicultural, international aviation environment directly at Geneva Airport
- Attractive discounts and benefits, including parking or public transport subscriptions

If you're ready to bring your leadership strengths into a dynamic aviation services environment and help in shaping the future of our Geneva station, we look forward to getting to know you.

Become part of our team in Geneva and [apply now!](#)