

JOB TITLE	Operations Manager – Contracts Management
DEPARTMENT	Contracts Management
LOCATION	Shannon, Ireland
REPORTS TO	Head of Operations – Contracts Management

Everything we achieve is made possible by our talented people. Fuelled by our commitment to excellence and collaborative spirit, we’re shaping the future of aviation for generations to come. But life at AerCap goes beyond the pursuit of excellence. We are proud of our culture which is built on the values of Ambition, Excellence and Respect, and they act as a flight path for our people.

Our high-performance work environment is the perfect backdrop to develop into the professional you want to become. Whether you are at the start of your career, or a more seasoned professional, you will have the opportunity to learn from the best people in the industry and be part of the largest aviation leasing company in the world!

Sound exciting? We think so!

JOB SUMMARY

The Contracts Management department manages and enforces contract compliance of lease and trading transactions, including the delivery process, and helps to foster customer relationships, vital to AerCap’s continued success. Working in a dynamic international environment, the department is responsible for directing all related aspects of assigned leases for the contracts’ life cycle and managing Company and client compliance with the terms of the contract, corporate policies, and government regulations. Working in a dynamic and challenging environment, the Operations Manager will work as part of Contracts Operations Team, capturing and managing integrity of all relevant lease and portfolio lease information in the Company’s database, in line with policies and procedures. To succeed, an Operations Manager must have excellent analytical skills, a strong sense of urgency and the ability to manage multiple, competing priorities simultaneously.

ESSENTIAL FUNCTIONS OF THE JOB

Operations Management and Compliance

- Develop and implement contract management instructions, policies, and procedures.
- Ensure documents and data input are accurate and comply with terms of the contract, corporate policies, and government regulations.

Database Management

- Ensure accurate recording and integrity of all relevant lease and portfolio information in AerCap’s corporate management system, to make all contractual data available company wide.
- Manage customer billings and system updates.
- Provide timely and accurate reporting as required.
- Manage customer payment receipts and system updates.

General Management

- Partake in Department projects, supporting process and systems enhancements.
- Liaise with internal departments and external auditors.
- Support controllership, policies, and procedures for Contracts Management Team.
- Reporting on customer payments received.

JOB REQUIREMENTS, QUALIFICATIONS & COMPETENCIES

Education/Experience

- Bachelor's degree or relevant qualification.
- Experience in the aviation industry is desirable.

Technical/Functional Experience

- High proficiency in Microsoft Excel, Word, and Outlook.
- Advanced working knowledge of databases and document management systems.
- Excellent communication skills, both verbal and written.
- Ability to work as part of a team.

Key Competencies

- Detail-oriented, organized, and able to handle multiple priorities and deadlines simultaneously.
- Extraordinary attention to overall quality of the final product.
- Flexible, self-starting, and tenacious with an exceptional aptitude for dealing with ambiguity.
- Demonstrates proactive approach to addressing problems and proven problem-solving skills.
- Able to excel in high-stress situations.
- Comfortable dealing with diverse, and at times challenging, personalities.
- Willingness and ability to travel – sometimes at short notice.

OUR VALUES

AMBITION

Ambition to us means winning together. We believe it takes bold people to help us shape the future of aviation. At AerCap, ambition means defying our own limits, breaking new ground, and setting higher standards for our business.

EXCELLENCE

We believe in striving for nothing short of greatness. For us, excellence means redefining what is possible, and to constantly work towards outstanding solutions for our customers with unwavering commitment and collaboration.

RESPECT

We believe in fostering an environment where everyone is welcomed, supported and valued. Respect means treating our people with dignity and honouring their individuality. We strive to create an environment where our people feel included and empowered to do their best work and reach their full potential.

LIFE AT AERCAP/WHAT WE OFFER

- We offer attractive employment packages with a competitive salary and excellent benefits, including generous annual leave policies, health insurance for our employees and immediate dependents, pension/retirement savings plans and an all-employee share scheme.

- You will have the opportunity to learn from the best people in the industry and grow your career with the largest aviation leasing company in the world.
- Our Corporate Social Responsibility (CSR) programs provide opportunities for our employees to inspire positive change in our global communities and to make a positive difference in the communities in which they live through volunteering, fund-raising and other charitable initiatives.

Make AerCap your destination of choice and join us to shape the future of aviation!