Position Description

Vacancy Title: Commercial Manager
Location: Pohnpei
Reports To: Chief Executive Officer (2024) (v 1.00)

Objective

The Commercial Manager is responsible for maximizing the commercial performance of Vital FSMPC through effective pricing, contracting, market analysis, customer value creation and commercial governance. The role develops commercial frameworks that enable front-line operational business units to grow revenue while protecting shareholder value, managing commercial risk and maintaining equitable customer outcomes. The Commercial Manager supports Executive Managers by providing commercial expertise while ensuring all commercial activities align with approved pricing policies, delegations of authority and corporate strategy. The Commercial Manager reports to the COO.

Outcomes

Capital Stakeholders (Owners)

1. Shareholder value enhanced through commercially sustainable revenue growth, prudent commercial decision-making and protection of the Corporation's financial interests.

Commercial activities maximize sustainable returns while protecting profitability, supporting strategic investment and ensuring prudent stewardship of corporate resources.

- Examples of Activities
  - Identify new business opportunities;
  - improve gross margins;
  - optimise pricing;
  - support diversification;
  - evaluate investment opportunities;
  - monitor commercial performance.
- Evidence of Success
  - Annual revenue and profitability targets achieved;
  - Improved shareholder returns;
  - Commercially viable growth initiatives implemented;
  - Stronger long-term financial sustainability.

Organisational Stakeholders

1. Commercial capability and governance strengthened through prudent pricing, effective contracting, commercial analysis and disciplined business planning.

Commercial decisions maximize sustainable revenue, protect margins and ensure consistent application of approved pricing and contracting frameworks.

- Example of Activities
  - Develop the Commercial Program Charter, and its associated Annual Business Plan (ABP)
  - Administer pricing policy frameworks;
  - Support team responsible for negotiating and manage contracts;
  - Undertake commercial analysis;
  - Prepare business cases;
  - Maintain commercial policies and procedures.
- Evidence of Success
  - Pricing Review Reports
  - Business Cases
  - Commercial frameworks consistently applied;
  - Executive decisions supported by quality analysis and reports;
  - Contracts administered effectively;
  - Audit findings minimised.

2. Sustainable business growth achieved through the identification and development of commercially viable opportunities.

New products, services, partnerships and market opportunities are identified, evaluated and implemented to diversify revenue and strengthen the Corporation's long-term sustainability.

- Example Activities
  - Support the Executive Manager(s) in
    - review of business model canvas
    - preparation of business cases for product, services, or channels to market;
  - Support diversification projects;
  - Coordinate tender submissions for company Bids;
  - Support strategic initiatives for revenue growth, structural cost reduction, an operational efficiency
- Evidence of Success

- Plan for business model canvas and profitability review.
- New commercial opportunities implemented;
- Revenue growth achieved;
- Successful strategic partnerships established

3. Executive decision-making strengthened through timely commercial intelligence, market analysis and business performance reporting.

Executive Management receives accurate, timely and relevant commercial information to support prudent strategic and operational decisions.

- Examples of Activities
  - Monitor market trends
  - Prepare commercial dashboards;
  - Conduct competitor analysis;
  - Forecast demand;
  - Analyse profitability (enterprise, business model, customer);
  - Prepare Triennial Price Reviews (Monthly, Annual and Triennial).
  - Prepare executive reports
- Evidence of Success
  - Executive reports delivered to schedule;
  - Improved quality of commercial decisions;
  - Forecasts within acceptable variance.

Product's Stakeholders

1. Customer value enhanced through commercially sustainable solutions that support operational service delivery and long-term customer relationships.

Customers receive competitive, transparent and commercially appropriate products and services supported by effective commercial arrangements and operational business units.

- Examples of Activities
  - Support Executive Managers with pricing and contract advice;
  - Develop customer value propositions;
  - Coordinate tenders and bids;
  - Manage commercial aspects of key accounts;
  - Develop CRM standards;
  - Support marketing initiatives.
- Evidence of Success
  - Strong customer retention;
  - Profitable customer portfolio;
  - Successful contract renewals;
  - Increased market share;
  - Positive customer feedback.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
People	
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Financial Application	Apply financial principles and practices.

Qualifications

Qualification	Discipline	Notes
Preferred		
Masters Degree	Accounting/Finance	

Work Knowledge and Experience

The incumbent is expected to possess a sound working knowledge of: 1) Commercial management principles including pricing, contracting, negotiation and business development. 2) Corporate planning, strategic planning and Annual Business Planning (ABP) processes. 3) Financial management principles including budgeting, cost analysis, profitability analysis, investment appraisal and

business case development. 4) Market analysis, forecasting and commercial performance measurement using key performance indicators (KPIs). 5) Customer Relationship Management (CRM), customer value management and key account management principles. 6) Procurement and supply chain principles relevant to fuel procurement, logistics and commercial operations. 7) Corporate governance, delegated authorities, risk management and internal control frameworks applicable to State-Owned Enterprises. 8) Commercial contract development, administration and contract risk management. 9) Marketing, sales management and product lifecycle management. 10) Business process improvement and commercial systems. 11) Relevant legislation, regulatory requirements and commercial compliance obligations applicable to the petroleum and energy sector. 12) Microsoft Office applications together with enterprise business systems, reporting tools and business intelligence platforms (e.g. ERP, CRM, Power BI).

Minimum seven (7) years' progressively responsible experience in commercial management, business development, finance, marketing or related business functions. Demonstrated experience developing and implementing commercial strategies that improve organizational performance and financial outcomes. Demonstrated experience in pricing strategy, commercial analysis and profitability management. Experience negotiating, administering and managing complex commercial contracts and supplier or customer agreements. Experience preparing business cases, investment evaluations and commercial recommendations for senior management or boards. Experience leading multidisciplinary teams and managing staff to achieve commercial objectives. Experience developing commercial policies, procedures and governance frameworks. Experience analyzing market trends, customer demand and competitor activity to support strategic decision-making. Experience managing stakeholder relationships including customers, suppliers, government agencies and strategic partners. Experience preparing executive reports, commercial performance dashboards and Board-quality papers. Experience working within a regulated industry, public enterprise or State-Owned Enterprise environment is highly desirable. Experience within the petroleum, energy, utilities, logistics or infrastructure sectors is desirable.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Chief Executive Officer	Provides commercial advice and analysis to support strategic decision-making, major investment proposals, strategic partnerships, diversification initiatives and Board submissions. Supports the CEO on significant commercial negotiations, government initiatives and projects of strategic importance when required.
	Executive Manager(s)	Partners with Executive Managers to develop commercially sustainable business models, pricing strategies, customer proposals, contracts and business cases. Provides commercial analysis and advice to support operational decision-making while enabling Executive Managers to achieve revenue, profitability and customer service objectives. Executive Managers retain accountability for operational performance, customer ownership and delivery of products and services.
	Chief Operating Officer	Provides strategic commercial advice and recommendations to the COO regarding pricing, commercial opportunities, contract negotiations, market

		conditions, customer trends and business development initiatives. Supports implementation of the Strategic Plan and Annual Business Plan through commercially sound decision-making and provides regular reporting on commercial performance, risks and opportunities.
	Chief Financial Officer	Collaborates with the CFO to ensure pricing strategies, commercial decisions and business development initiatives align with the Corporation's financial objectives, budgeting processes, cash flow requirements and financial reporting. Works jointly on financial modelling, profitability analysis, investment evaluations and commercial risk assessments to support prudent stewardship of the Corporation's financial resources.
	Executive Manager – Corporate Planning and Technology	Collaborates on business planning, performance reporting, enterprise risk assessments, commercial governance, policy development and assurance activities to ensure commercial practices remain compliant and effective.
External		
	Customer	Works directly with customers on commercial matters including pricing, quotations, tenders, contracts, service agreements, commercial negotiations and business development opportunities. Supports the Executive Manager in maintaining long-term customer relationships and resolving commercial issues, while recognizing that ownership of the customer relationship and service delivery remains with the responsible Executive Manager or General Manager. *Customer Ownership Principle: The Commercial Manager provides commercial expertise, governance and support to operational business units. Accountability for customer relationships, customer satisfaction, service delivery and channel performance remains with the relevant Executive Manager or

		General Manager responsible for the Business Model Canvas.
	Suppliers	Participate in negotiating teams to negotiate commercial terms and conditions, supports procurement and contract administration, evaluates supplier proposals and works collaboratively to improve commercial outcomes, value for money and long-term supplier performance.

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Collaborative	Capturing the efforts, focus, and attention of others. "There is a pride in leadership, it evokes images of direction. There is humility in stewardship, it evokes images of service. " John Taft.
Perceptive	Shows keen insight and understanding of issues or situations.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.
Well organised	Controls tasks in a well thought out and critical manner.

Stewardship

Aligned	Being situationally aware and sensitive to objectives
Authentic	Being genuine, honest, and free from pretense

How To Apply

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Contact for Enquiries

Contact Name: Tracy-Anne Helgenberger

Contact Email: employment@fsmpc.com

Further Contact Information: --

Closing Date: 06 Dec 2026