



AIRPORT OPERATIONS MANAGER

Overview

The Airport Operations Manager is responsible for overseeing the Line Service Department. This individual will ensure that the FBO maintains the highest service standards, observe all company procedures, and offer safe and efficient operations to our guests. The Airport Operations Manager will promote the FBO values, vision, guiding principles and create a positive team environment that raises the level of service to our guests and employees.

Essential Duties & Responsibilities

- Problem solving is a core competency. Airport Operations Manager must be able to work with other departments to resolve issues related to customers, service issues and other aspects that relate to the FBO.
- Establish & maintain schedules for all Line Service employees.
- Train, develop and coach Line Service Technicians in accordance with established procedures including adherence to safety standards, service standards, accurately & efficiently completing job functions, and other tasks related to the FBO.
- Motivate and encourage all employees to provide the highest service levels.
- Serves as the primary contact for the Line Service Department to recruit and interview applicants for Line Service department and completes new hire paperwork.
- Manages and completes performance reviews and disciplinary actions in a timely manner and within scheduled timelines established by the FBO leadership team.
- Maintains training records; work with leadership to ensure compliance with regulatory and company training requirements.
- Work in conjunction with Line Service Leads to ensure all fuel QC inspections are performed correctly and staff is properly trained.
- Responsible for drop zone scheduling and maintenance.
- Procure equipment, supplies and other required items for the department within budget guidelines.
- Communicate with the team any changes or additions to departmental or company guidelines.
- Suggest ways to improve internal process and safety.
- Perform all responsibilities of a line service technician at a high level to include marshaling, towing, fueling, aircraft services and other required tasks. Anticipate the needs of pilots & passengers.
- Assist customers (passengers & pilots) with their needs to include luggage, ground transportation, accommodations, and any special requests. Greet all customers with a warm welcome.
- Act and perform in a safe and efficient manner. Be aware of the surroundings and comply with all FBO and Airport policies and procedures. Ensure team members follow procedures and remain safe.
- Track inbound and outbound aircraft with customer service to ensure aircraft are handled without delay.

Other Duties and Responsibilities

- Maintain FBO grounds including cleaning the hangar floor, disposal of trash, minor maintenance, and cleaning/upkeep of the facility.
- Assist Customer Service with answering phones, running credit card transactions, assisting passengers with rental cars and hotel reservations, ground transportation in FBO van, and placing catering orders.
- Watch the weather and make appropriate decisions when adverse weather is approaching to ensure employees and customers remain safe.
- Assist with after-hours support, a shared responsibility amongst all team members.
- Assist with any other tasks as required by the Executive Director.

Minimum Job RequirementsEducation

College Degree preferred. High School Diploma or GED required.

Experience

Two years of line service experience is preferred paired with a strong technical aptitude and customer service skills.

License

A valid driver's license is required.

Physical Requirements

Good physical health is important to perform well as a line service technician. Responsibilities may include:

- Climbing, crawling, stooping and kneeling to perform aircraft service activities.
- Sitting, standing, walking or running to perform aircraft duties.
- Lifting heavy objects and long work periods without a break may occasionally be required.
- Exposure to dirt, fumes, noise, temperature extremes and high work places.

Salary Range: \$44,400 - \$64,304 Negotiable based upon work and experience