

**MAJOR FUNCTION**

This is professional administrative, supervisory and technical work providing direction in the areas of aviation lease management, properties management, business development, tenant relations, aviation industry research, program development, contract development, compliance monitoring, marketing, communications, public relations, communications and advertising; assisting in the day-to-day direction of the division and serving as division manager in his/her absence. Work is performed with considerable independent judgment while working within established policies and procedures under the administrative direction of the Airport Business Services Manager. Incumbent is expected to exercise considerable discretion and initiative in the performance and management of daily tasks. An employee in this job class assists with policy development, program development, project management, reporting and making recommendations based upon independent research findings.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

With general direction from the Airport Business Services Manager, this position supervises, plans, assigns, schedules, evaluates and directs the activities of division employee(s). The employee in this position manages Airport properties and concessions, including oversight of the International Passenger Processing Facility and Foreign Trade Zone. Job responsibilities involve contracts database management, contract solicitation, records management, tenant relations, Airport and real estate marketing, public relations, advertising, communications and customer service. Work involves the development and maintenance of the lease management system and maintenance of related documents, solicitations, correspondence, and contracts. An employee in this position assures conformance with federal, state and local laws, rules, and codes with respect to Airport leasing activities and marketing campaigns. Oversees the appearance, maintenance, rotation and termination of all advertisements, banners, displays, visitor information center and other terminal advertising. Monitors the timeliness of broadcast commercials, website ads, print ads and the quality and maintenance of all marketing campaigns and programs launched to promote aviation services and air service. Plans and coordinates the ACDBE Program to ensure compliance with 49 CFR, Part 23 and to meet City established goals and conducts periodic ACDBE outreach events and Title VI workshops. Monitors and follows up verbally and in writing to ensure contract compliance for MBE and ACDBE goals. Participates in long-range and short-range planning for Airport development projects. Works with City staff in various departments to ensure appropriate collaboration on all solicitations and resulting contracts. Composes and provides written and verbal responses to tenant and customer inquiries and complaints and maintains such records within the division. Participates in the negotiation and preparation of leases, licenses, contracts, and specifications to provide services at the Airport. Ensures current and accurate security deposits, performance bonds, insurance and other contractually required certificates, documents and plans are appropriately maintained within the division and on file with appropriate City departments. Trains subordinate employee(s). Possesses the division manager's signature authority and acts as the division manager in his/her absence. Recommends hire, transfer, advancement, grievance resolution, discipline, and discharge of employee(s). Conducts performance evaluations and recommends approval or disapproval of merit increases. Recommends courses of action based upon trends analysis for budget preparation, business development and marketing strategies.

**Other Import Duties**

Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of modern research techniques, methods, procedures, principles, and practices of report preparation. Considerable knowledge of general project management principles, business

administration, marketing, communications, public relations, and advertising. Knowledge of aviation rules and regulations and minimum standards. Skilled in the areas of contract and properties solicitation, development, and management. Ability to plan, coordinate and execute a variety of plans, programs, and activities. Ability to chair meetings on behalf of the division and discuss issues of concern with the department. Ability to communicate clearly and concisely, orally and in writing. Strong technical and business report writing skills are a must. Ability to maintain effective working relationships. Considerable skill in the use of microcomputers and the associated programs and applications necessary for successful job performance. Excel database and visual basic experience preferred. Aviation or transportation industry experience preferred.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, aviation business management, hospitality management, marketing, communications, public relations, advertising, real estate, or a related field and three years of professional administrative experience in contract or lease management, properties management, marketing, communications, public relations, advertising, minority enterprise program administration, or an equivalent combination of training and experience. One year of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at time of appointment.

In accordance with 49 CFR Part 1542, employees must successfully complete a fingerprint-based criminal history records check and personal background check prior to employment.

Established: 12-05-09  
Revised: 09-06-18  
10-04-18  
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