

MAJOR FUNCTION

This is responsible administrative and supervisory work directing the operations of the Tallahassee International Airport's Properties & Business Development Division. The incumbent is responsible for developing and implementing market strategies, representing the Airport to the public, vendors, and others seeking to do business at the Airport. The incumbent provides oversight and management of aviation leases, properties and concessions management, business development and solicitation, aviation industry research, contract development and compliance monitoring. The incumbent develops applicable business standards and procedures to support the mission, overall goals, and objectives of the Tallahassee International Airport and manages the staff and resources assigned to the division. The incumbent exercises considerable independent judgment, discretion, and initiative in carrying out the daily operations of the Division under the administrative direction of a higher-level supervisor. Accomplishments are judged through conferences, customer feedback, written reports and observation of results achieved.

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

Manages the staff and resources dedicated to the Tallahassee International Airport's Properties & Business Development Division, including preparing and administering the division's personnel and operating budgets. Plans assigns, supervises, and reviews the work of clerical and professional staff. Coordinates the collection and analysis of data designed to provide customer feedback and preferences regarding services and activities and measure the effectiveness of programs and initiatives. Observes, monitors and/or provides oversight to staff regarding tenant compliance and performance under contract provisions. Directs airport properties and development programs and contributes to strategy and decision-making regarding business opportunities. Negotiates, develops, and administers leases, licenses, contracts and agreements for airport properties and facilities. Assures compliance with federal, state, and local laws, rules, and codes related to airport leasing activities and marketing. Develops and maintains airport documents to include Airport Leasing Procedures, Minimum Standards for Commercial Aeronautical Activities, and Airport Rules & Regulations. Manages the ACDBE Program to ensure compliance with 49CFR Part 23 and to meet City established goals. Develops and manages the Airport Concession Disadvantaged Business Enterprise (ACDBE) and Title VI programs and coordinates periodic ACDBE outreach events and Title VI workshops. Develops request for proposals, bids, agreements, and amendments; reviews and/or recommends business deals and takes the lead in coordinating Airport business development. Develops business solicitations (RFPs, RFQs, Bids etc.), chairs and serves on selection committees and prepares agenda items recommending City Commission action. Administers and oversees the maintenance of all leasehold and concession records and/or documents ensuring follow through on contract compliance issues. Responds to customer complaints regarding Airport operations. Coordinates tenant relations, communications, and assistance programs. Maintains liaison with City's legal staff, tenants, and contracting parties relative to property leases, concession contracts, management agreements, and other business matters. Prepares reports and project proposals for discussion with the Director of Aviation. Prepares reports, memoranda, speeches, and correspondence. Addresses public and private groups. Recommends the selection, placement, promotion, training, development, and discipline of division staff. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Coordinates presentations that showcase Airport amenities, educational programs, and business opportunities. Represents the Airport's interests at local, state, and national events, while delivering the Airport's message. Keeps informed of major industry trends and developments. Attends external and/or city sponsored developmental opportunities to increase general and industry specific knowledge base. Oversees the Airport's volunteer Ambassador Program and customer service initiatives. Performs related work as required.

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

Thorough knowledge of research methods and techniques, and methods of presentation. Knowledge of lease and concession transaction procedures. Ability to deal tactfully and effectively with the traveling public, media, department/division directors and other employees. Ability to creatively and effectively draft a variety of documents such as reports, marketing plans, and pamphlets. Ability to formulate creative strategy for handling a wide range of communications/marketing issues. Knowledge of the form and content of leases, licenses, concessions, and contracts as related to the rental of facilities, concessions, and related airport services. Knowledge of the air transportation industry, including the functions and operations of other agencies, organizations, tenants, and users as related to airports. Knowledge of airport property management philosophies and techniques. Ability to organize time, prioritizes on-going work programs, and utilizes resources for maximum benefit. Ability to assign and review the work of subordinates and provide proper instruction in a manner conducive to optimum performance. Possesses excellent group process and facilitation skills. Skill in the use of computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a Bachelor's degree in journalism, marketing, public relations, communications, business or public administration, or a related field and four years of work experience at the professional level or higher in either of the degree areas listed above; or an equivalent combination of training and experience. At least one year of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

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: 01-10-07

Revised: 06-17-21