



JOB TITLE: DIRECTOR OF TERMINAL OPERATIONS
DIVISION: OPERATIONS
RESPONSIBILITY CENTER: 510

JOB CODE: DIRTOPER
FLSA STATUS: EXEMPT

GENERAL FUNCTION:

Under the administrative, technical and policy direction of the Deputy Executive Director of Operations is responsible for coordinating and managing all terminal services operations at the Louisville International Airport. Coordinates and provides liaison for airport terminal customer service programs, projects, activities and contracts. Manages terminal specialist, graphics staff, ground transportation, and contracted service providers.

MAJOR DUTIES AND RESPONSIBILITIES:

Provides day-to-day leadership to ensure a high performance, customer service-oriented work environment that supports identifying and implementing new and creative ideas that enhance results of an already high-performing programs. Develops and implements strategic direction and program standards to achieve the organizations initiatives and goals. Creates customer service programs, services and other amenities which enhance the experience of the traveling public. Works with airport service providers, airlines, TSA, concessionaires, and other airport related staff to establish exceptional customer satisfaction. Monitors industry trends and expectations in customer service programs and makes recommendations to senior management for initiatives to be included in the program. Evaluates changes in passenger processing, airport access and other airport operational processes and assesses impacts to passengers. Has advanced understanding of customer service programs and their importance to the organizational effectiveness. Knowledgeable in industry "best practices" for customer service performance against accepted metrics. Responsible for a breadth of customer service functions related to a diverse set of stakeholders with varied, possibly conflicting wants/needs. Coordinates efforts with other groups/functions and tenants to ensure optimal solutions for all stakeholders, internal and external. Must ensure terminal operations, functions and procedures are in compliance consistent with FAA, TSA guidelines, American with Disabilities Act (ADA), and the airport security and safety standards and procedures.

Coordinates with appropriate Authority departments and stakeholders terminal projects that may include, but not limited to: construction, maintenance, relocation, or signage, Responsible for coordinating tenant compliance with terminal standards and policies. Plans, organizes and manages ground transportation services of the airport including shuttle bus service, taxi service and other commercial vehicle operations. Coordinates and manages special activities at the Louisville International Airport and functions as the Airport Authority representative for these designated special activities. Responsible for managing the Terminal Services Specialists and for overseeing the airport's custodial contracts. Responds to airport emergencies as required and serves as an airport

security coordinator. Responsible for development, implementation, and management of other terminal related programs as may be directed by the Deputy Executive Director of Operations.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the incumbent of this job. Incumbent may be requested to perform job-related tasks other than those specifically presented in this description.

COMMUNICATIONS WITH OTHERS:

Internal: Maintains a working relationship with all levels of the organization.

External: Interacts frequently with members of the community, tenants, stakeholders, general public, contractors, and users of Airport Authority facilities.

EMPLOYMENT STANDARDS:

Licenses, certifications, or registrations required: Must possess a valid drivers license. Must obtain and remain eligible for airfield driving and escort privileges. Within one (1) year obtain Airport Security Coordinator status.

Education and Ability: A Bachelors Degree from an accredited college or university in Business Management or a related field. Must have knowledge of principles of buildings and traffic management. Must be able to effectively manage the terminal operations and respond promptly to complaints. Responsible for performing all job duties with due regard to safety and security requirements. Must demonstrate mature and objective judgment in day-to-day matters and during the stress of emergency condition; must be tactful and persuasive without being abrasive or argumentative. Must occasionally work irregular and extended hours. Must be able to lift 35 lbs. Must be able to navigate all areas of the terminal as well as uneven surfaces. Must have experience and ability in using Microsoft Office (Word, Outlook and Excel).

Experience: Five years of increasingly responsible experience at the management level. Two years of supervisory experience.

Equal Opportunity Employer

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