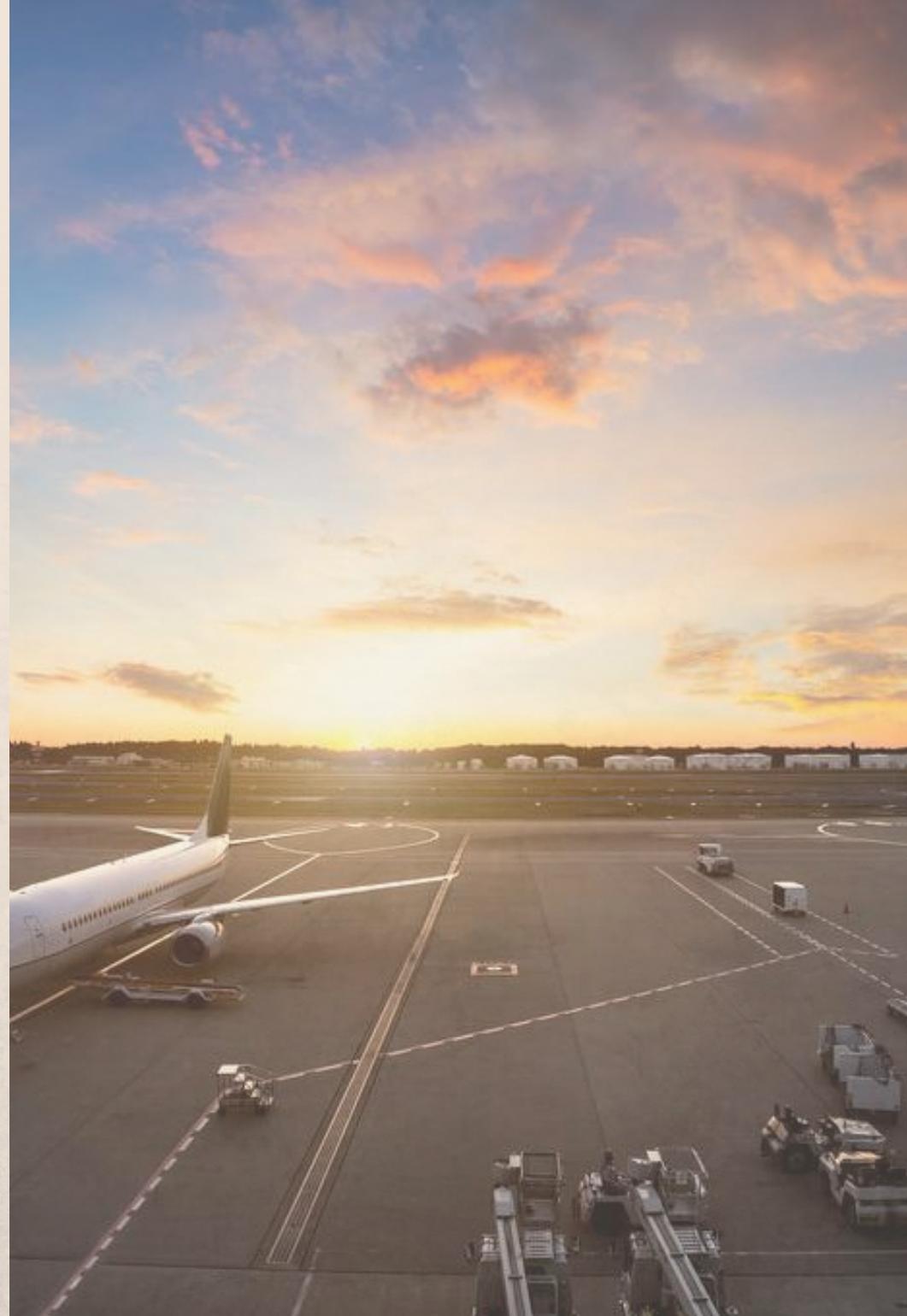


# General Manager Airport Parking Facilities





# Al Musbah Group

Al Musbah Group (AMG) is a successful network of companies thriving in diverse businesses across Saudi Arabia and the region.

Our Hospitality unit Meeza also operated 12 VIP lounges in 4 International and 8 Domestic airports across Saudi Arabia, in addition to Meeza First Class and Business Class at Madinah airport.

Our workforce of nearly 5000 employees is given the power to exercise initiative, regular seminars, training and workshops, and to facilitate being in sync with customer needs.

# Portfolio

Commencing business as a retailer of perfumes, the Group has since expanded business into varied sectors: Real Estate, Retail, Construction, IT, Food & Beverage, Xplora Travel Retail, ForeVision, Al Musbah Telecom, and BYD Auto Dealership.



Al Musbah Group is the concessionaire responsible for a range of airport services including car parking, baggage wrapping and the Airport Service Centre in Abu Dhabi airport.



# General Manager- Airport Parking Facilities

Responsible for the complete oversight for financials and operations of the assigned portfolio in both Dubai ( Airport parking 7000 places ) and Abu Dhabi and ensuring 24/7 professional parking management.

As a company devoted to promoting an employee-focused servant leadership culture, the GM will also support initiatives originating from the home office in KSA and support the individual needs of the operations.



## Job Description

# Main Tasks



- Responsible for developing client relationships and business retention.
- Oversees complete operation of Parking Garages, Valet Components, Luggage wrapping services and Surface Lots.
- Ensures that increased revenue, managed expenses, and customer satisfaction is maximized by maintaining the highest level of service thresholds and initiatives that are aligned with the expectations of our various clients.
- Assists Headquarters with the business development, proposal, presentation, and transitions for new future locations.
- Leads, directs, and develops team of employees to accomplish annual and periodic goals/initiatives, while embodying and using Almusbah company culture as a guideline.
- Identifies high potential employees to support the organization's continued growth.
- Preparation of budgets/monthly reviews of profit/loss by location with assigned portfolio.
- Organizes and narrates parking management skills for Operational Managers and Assistant Managers.
- Understands, implements, and delivers all requirements that are outlined within the contractual agreement between Al Musbah and Dubai Airports Management.

- Daily, Weekly, Monthly, and Annual financial and operational reports as required
- Managing, planning, scheduling, training, and directing the activities of Operational Managers and Assistant Managers which may require compliance with Dubai or Abu Dhabi Collective Agreements.
- Serve as a liaison to parking patrons and various stakeholder groups who are impacted by the operations of the assigned portfolio (and vice versa).
- Implement and complete other projects, programs, and initiatives that may arise from the operation of assigned portfolio.
- Participate in labor contract management if applicable to assigned portfolio.
- Review and edit proposed parking, maintenance, etc. agreements.
- Communicate with the Dubai Airport Authorities, the local police department and emergency management teams regarding operations.



- Organize and manage the oversight of event operations within Al Musbah Parking.
- Monitor, review, and analyze the market rate structures.
- Implementation and completion of other projects, programs, and initiatives that may arise from assigned portfolio operation.
- Additional related duties as assigned.

Education:

Bachelor's Degree or equivalent work experience.

Experience:

5+ years in Management role within the same industry Skills:

Parking management experience of multiple locations is required.

Ability to seek improvement and create an environment of idea sharing and creative problem solving.

Strong customer service skills and abilities, excellent commercial skills

Ability to be approachable and facilitate coaching conversations with employees and managers.

Ability to mitigate and lead others to overcome challenges.

Ability to encourage open expression of ideas and opinions. Excellent teambuilding and interpersonal skills.



Ability to work independently and multi-task.

Ability to communicate professionally and effectively with all levels of the organization.

Ability to interpret policies, procedures, and standard business practices.

Demonstrates a sense of urgency and timeliness.

Physical Demands:

Willingness to work in the elements – heat, wind, rain

The United Arab Emirates is a country located in the southeast end of the Arabian Peninsula on the Persian Gulf, bordering Oman to the east and Saudi Arabia to the south, as well as sharing sea borders with Qatar, Iran and Pakistan. Established on 2 December 1971, the country is a federation of seven emirates (equivalent to principalities). Each emirate is governed by a hereditary emir who jointly form the Federal Supreme Council which is the highest legislative and executive body in the country.



# The United Arab Emirates

# History

- The earliest known human habitation in the UAE dated from 5500 BC. At this early stage, there is proof of interaction with the outside world, particularly with civilizations to the northwest in Mesopotamia. These contacts persisted and became wide-ranging, probably motivated by trade in copper from the Hajar Mountains, which commenced around 3000 BC. Foreign trade, the recurring motif in the history of this strategic region, flourished also in later periods, facilitated by the domestication of the camel at the end of the second millennium BC. By the 1st century AD overland caravan traffic between Syria and cities in southern Iraq began. Also, there was seaborne travel to the important port of Omana (present-day Umm al-Qaiwain) and then to India. These routes were an alternative to the Red Sea route used by the Romans. Pearls had been exploited in the area for millennia but at this time the trade reached new heights. Seafaring was also a mainstay and major fairs were held at Dibba, bringing in merchants from as far as China.

# Geography

- The United Arab Emirates is situated in Southwest Asia, bordering the Gulf of Oman and the Persian Gulf, between Oman and Saudi Arabia; it is in a strategic location along southern approaches to the Strait of Hormuz, a vital transit point for world crude oil. The UAE lies between 22°30' and 26°10' north latitude and between 51° and 56°25' east longitude. It shares a 530-kilometer border with Saudi Arabia on the west, south, and southeast, and a 450-kilometer border with Oman on the southeast and northeast. The land border with Qatar in the Khawr al Udayd area is about nineteen kilometers (12 miles) in the northwest; however, it is a source of ongoing dispute. Following Britain's military departure from UAE in 1971, and its establishment as a new state, the UAE laid claim to islands resulting in disputes with Iran that remain unresolved. UAE also disputes claim on other islands against the neighboring state of Qatar. The largest emirate, Abu Dhabi.

# Culture

- Emirati people are ethnically diverse, with ancestries from the Arabian Peninsula, Iran, Baluchistan and East Africa. Arab descendants of the Bani Yas, Al Nahyan and Al Maktoum families in Abu Dhabi and Dubai represent the Emirati leadership. Al Qawasim have also played a vital role in the history of the UAE. Most Emiratis in Dubai are of Persian ancestry. Emirati culture is based on Arabian culture and has been heavily influenced by Persian culture. Arabian and Persian inspired architecture is part of the expression of the local Emirati identity. Persian influence on Emirati culture is noticeably visible in traditional Emirati architecture and folk arts. For example, the "barjeel" has become an identifying mark of traditional Emirati architecture and is attributed to Persian influence. Certain folk dances, such as "al-habban", are originally Persian. Local Emirati culture has also been influenced by the cultures of East Africa and India.

An aerial photograph of Dubai, United Arab Emirates, featuring the Burj Khalifa as the central focus. The city's modern architecture and infrastructure are visible against the desert landscape.

# Moving and living in the UAE

The opportunity of settling down in the UAE is certainly an exciting prospect for most expats. However, moving to the UAE might also seem like a leap into the unknown. Let us help! Our guide gives you info prior to your move, from facts on the Emirates to detailed visa requirements. Expats moving to the UAE will experience a country with modern architecture, fantastic beaches, and subtropical climate. The desert landscape contrasts with 700 kilometers of coast line. Coral reefs, sandbanks and small islands do not only attract tourists, but they also make moving to the UAE a fascinating and exciting experience. Expats who think of moving to the UAE should keep in mind that, despite its international and modern character, the country has traditional Islamic roots. Before doing business there, you should therefore gather information on important laws and general etiquette.

Economy of the UAE Many foreign employees relocate to the UAE to work in the booming oil industry. The country's role as a trading hub also makes for a lot of job opportunities for expats moving to the UAE, especially in construction or the financial sector. Other expatriates work in real estate or the petroleum sector. With one of the highest per capita incomes in the world, the UAE is a breeding ground for internationally operating companies.

# Living in the UAE

With 80% of the UAE's population being foreign born, the country is often considered an expat's paradise. Indeed, you'll find that many aspects of living in the UAE combine to make settling in fairly easy for expats.

As you settle down in the UAE, you get to enjoy amenities which some expats may not have in their home countries. The mobile phone system is excellent, and many of the modern buildings are equipped with air conditioning.

All these things for a comfortable life in the UAE. The UAE has a subtropical-arid climate, with balmy 30 C in winter and up to a sweltering 50 C in summer. Newspapers, radio stations and TV broadcasts are available in Arabic, English, Urdu and several other languages to cater to the needs of expats living in the UAE. There are four monthly and weekly English-language newspapers concerning expat life in the UAE: the Khaleej Times, Gulf News, Gulf Today, and Emirates Today.

# Religion

Despite its progressive flair, modern infrastructure and strong economy, religious traditions are an essential aspect of life in the UAE.

For expats, life in the UAE means that they may have to adhere to a different etiquette, dress more modestly and deal with some limitations in their daily lives. It is advisable for expats to be sensitive and respectful towards religious traditions. Ramadan, the Muslim month of fasting and one of the five pillars of Islam, is taken very seriously in the Emirates.

Non-Muslims living in the UAE may be surprised when they experience reduced office hours, closed restaurants, and other disruptions of their daily routine during Ramadan.

# Housing

Although the availability of rental property has increased, living in the UAE comes at a price. Rents are high, and it is common to pay one year's rent in advance.

The price of living in the UAE depends on the location and size of the accommodation. Dubai has the highest rates in the country, with mostly unfurnished housing, making life in the UAE a costly endeavor.

Apartments and houses usually offer a high standard of living in comparison to many Western and European countries. Due to the high temperatures and humidity in the summer months, air conditioning is a must. Moreover, houses and villas often come with a maintenance service as well. Running water and electricity supplies are widely available in the UAE.

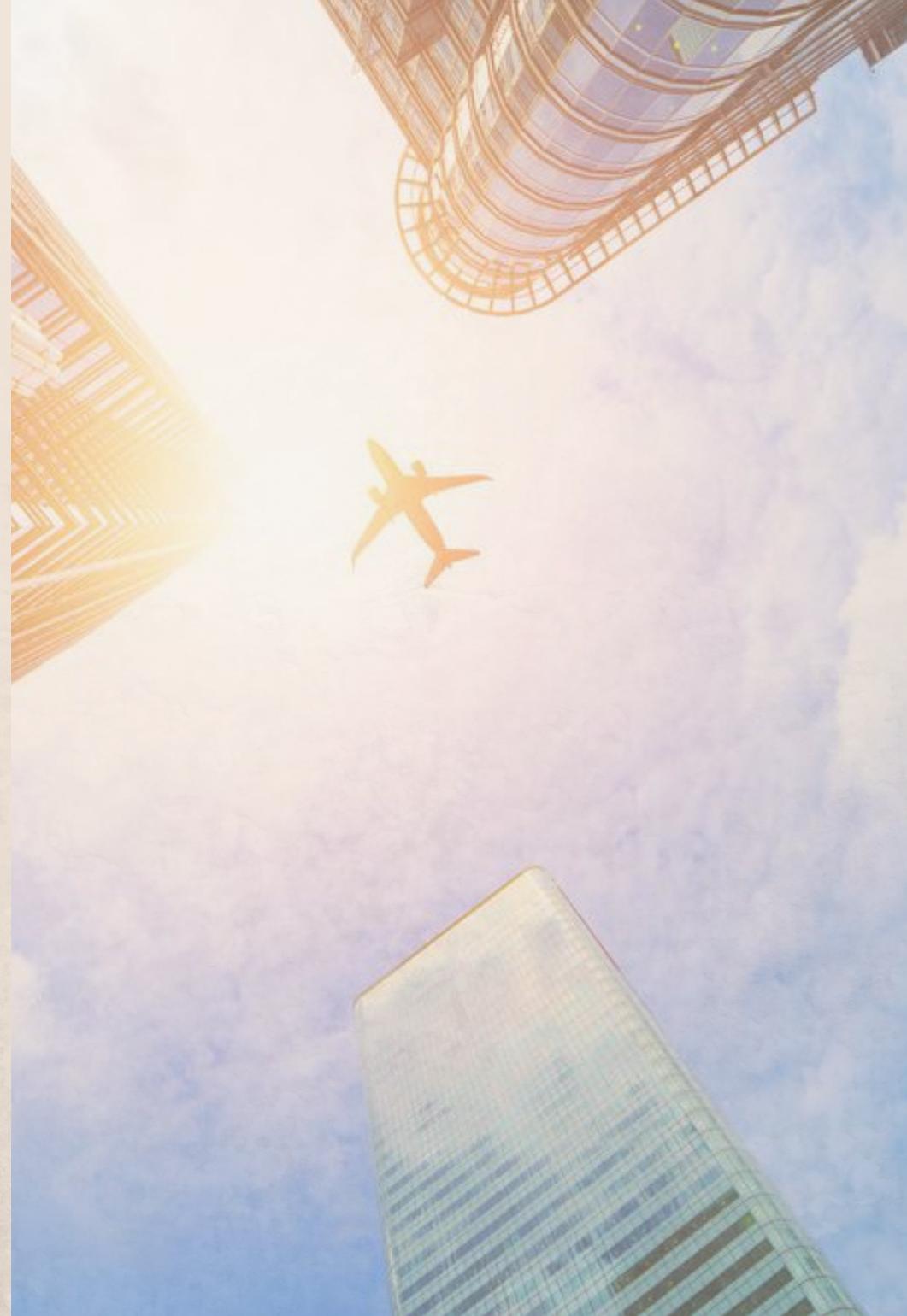
Due to the high power consumption during summer, occasional power outages can occur every now and then. However, these problems are usually solved very quickly. Water supplies are provided by desalination of ocean water to make sure drinking water is always available to Emiratis and expats alike.

# Business environment in the UAE

Working in the UAE means first and foremost working in the very center of the Middle East's economic hub. Harbors and free trade zones attract foreign tourists and foreign companies alike. Everyday life in the UAE is also defined by religion and tradition, though. Islam plays a major role in all aspects of life, including business etiquette.

The Business Environment in the UAE Conducting business in the UAE reflects its long merchant history. The Emiratis take pride in their tradition of trading and showing hospitality to foreigners.

Expats working in the UAE will discover a great sense of ritual even in the business world, which involves breaks for coffee and tea, smoking and dinner invitations. Expats may also have to get used to a slower pace of life. Extensions and postponements are often a normal part of work life. This is especially the case during Ramadan, when pious Muslims don't drink, eat or smoke between sunrise and sunset. Hence, working in the UAE can require some patience, too





# **Thank you for your trust in ADK**

For more information, please contact Doug Kuelpman

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