



# Birmingham-Shuttlesworth International Airport

**Birmingham Airport Authority  
Invites Applications  
for Parking Operations Manager**



**Birmingham-Shuttlesworth  
International Airport**

*Executive Search Services Provided by ADK Executive Search*



## BIRMINGHAM

People who live in Birmingham enjoy the diversity - in entertainment, cuisine, the arts, nightlife, the great outdoors. The variety brings visitors back time and again.

The Birmingham metropolitan area has consistently been rated as one of America's best places to work and earn a living based on the area's competitive salary rates and relatively low living expenses. As the largest city in Alabama, diversity is its greatest strength and strongest appeal, with cultures that are all a part of the charm and intrigue that is Birmingham. The city of Birmingham played a pivotal role during the era of the Civil Rights Movement. The famous Civil Rights Institute opened in 1992 attracts tourists worldwide and empowers people of all cultures to understand the legacy of human rights.

**History & Economy** – Founded in 1871 at the crossing of two railroad lines, the city blossomed through the early 1900s as it rapidly became the South's foremost industrial center. The astonishing pace of Birmingham's growth through the turn of the century, earned it the nickname "The Magic City" and is the only place in the world where all the ingredients for making iron are present: coal, iron ore and limestone—all within a ten-mile radius. Remnants of these early beginnings are preserved in places such as Sloss Furnaces National Historic Landmark.

Much of Birmingham's legendary iron and steel mills was gradually replaced by the work force of medical and engineering professionals. In the 1970s and 1980s, Birmingham's economy was transformed by investments in bio-technology and medical research at the University of Alabama at Birmingham (UAB) and its adjacent hospital. The UAB Hospital is a Level I trauma center providing health care and breakthrough medical research. UAB is now the area's largest employer and the second largest in Alabama.

Today, Birmingham enjoys a balance of manufacturing and service-oriented jobs. Birmingham ranks as one of the most important business centers in the South East and is also one of the largest banking centers in the United States. It also serves as headquarters to one Fortune 500 company and five Fortune 1000 companies.

**Education** – The Birmingham area is reputed to be the home of some of Alabama's best high schools, colleges, and universities. The University of Alabama at Birmingham (UAB) is one of three main campuses of the University of Alabama. Between UAB and the private Birmingham-Southern college, Samford University and Miles College, the Birmingham area has major colleges of medicine, dentistry, optometry, pharmacy, law, engineering, and nursing. Birmingham is home to three of the state's five law schools.



## BIRMINGHAM (continued)

**Spectator Sports** – A modern city surrounded with sports history and enthusiasm, Birmingham packs the house for some of the South's most premier sporting events. In professional sports, the Class AA Birmingham Barons have one of the proudest traditions in baseball. The team plays at Regions Park, one of the premier stadiums in minor league baseball. The Regions Park is also home to the Southeastern Conference Baseball Tournament.

In basketball, Birmingham is the location of NCAA March Madness first and second rounds and is headquarters of the Southeastern Conference, one of the major U.S. collegiate athletic conferences. College football dominates sports in Birmingham. UAB, which fields a major college basketball and baseball team, also has a Division 1A football program. The team plays at Legion Field. College athletics also play an important role on the campuses of Birmingham-Southern College, Samford University, and Miles College.

Motorsports are very popular in the Birmingham area and across the state, and the area is home to numerous annual motorsport races. The Aaron's 449 & AMP Energy 500 are NASCAR Sprint Cup races that occur in April and October at the Talladega Superspeedway. The Indy Grand Prix of Alabama shares the Barber Motorsports Park road course with Superbike and sports car GrandAm races. Barber Motorsports Park is home to the Porsche Sport Driving School. Birmingham also hosts a number of sports museums including the Alabama Sports Hall of Fame, the Barber Vintage Motorsports Museum, and the International Motorsports Hall of Fame.

**Individual Sports** – Birmingham's four distinct seasons provide the perfect backdrop for a range of outdoor activities including running, cycling, fishing and of course, golfing. Fishermen appreciate that Birmingham was named "Bass Capitol of the World" by ESPN and *Bassmaster* magazine. Birmingham's weather is a lure for golfers as well as the handsome and challenging public golf courses. With the development of the state's Robert Trent Jones Golf Trail, Alabama became the Godfather of Great Golf, with Birmingham having two courses along the trail.

## BIRMINGHAM – THINGS TO DO

**Dining in Birmingham** – Just remember that Birmingham is home to "the Oscars of dining" with James Beard Foundation Award winners and nominees and has won awards from *Gourmet*, *Bon Appétit*, and *Esquire* magazines. People come from around the Southeast to dine at chef-owned restaurants across the city. Renowned NYC mega-restaurateur Danny Meyer named Birmingham in an interview in *New York Times* when asked about up-and-coming food cities.

**Entertainment** – When the sun goes down in Birmingham, the fun is just beginning. From intimate clubs to world-class music halls, people discover that no matter where they go in the city, live entertainment is always right around the corner. And with live theatre, nationally known musical acts and orchestral performances, Birmingham gets even better after dark.

Legendary jazz greats are immortalized in the Alabama Jazz Hall of Fame. At the McWane Science Center, you have four floors of hands-on exhibits and an IMAX Dome Theatre to experience. The Birmingham Museum of Art has one of the finest collections in the Southeast. The Alabama Symphony Orchestra has entertained audiences for more than 70 years, playing a variety of classical and popular compositions and hosting performances by some of the finest international guest artists. And for ballet enthusiasts, there is the Alabama Ballet and the Birmingham Ballet.



## BIRMINGHAM – THINGS TO DO (continued)

**Shopping** – The area's antique shops are becoming places of legend in upscale lifestyle magazines around the county. Trendy malls have taken root all over the area. The Summit is one of Birmingham's trendiest shopping destinations with high end retailers. Dozens of new art galleries surprise enthusiasts and collectors with a wide variety of paintings, sculpture, jewelry, ceramics, fine and funk art.

**Parks** – The Birmingham Zoo is a large regional zoo with more than 700 animals and a recently opened interactive children's zoo. The Birmingham Botanical Gardens is a 67 acre park displaying a wide variety of plants in interpretive gardens, including formal rose gardens, tropical greenhouses, and a large Japanese Garden. It is complemented by Hoover's 30-acre Aldridge Botanical Gardens, which offers a place to stroll, and is to add unique displays in coming years. Splash Adventure in Bessemer serves as the Birmingham area's water park, featuring numerous slides and water-themed attractions.

## ACCOLADES

Like most cities, Birmingham has its own list of largest, greatest, oldest places and things to brag about. Here are a few:



- *Southern Living*, the nation's most successful regional magazine, is published in Birmingham.
- The University of Alabama at Birmingham's University Hospital is among the world's top kidney transplant centers.
- In 1995 Mercedes Benz chose Birmingham for its first assembly plant outside Germany to produce the popular M-Class All Activity Vehicle.
- Birmingham is known as the founding city for the recognition of Veterans Day and hosts the nation's oldest and largest Veterans Day celebration.
- Birmingham is home to the nation's oldest baseball park, Rickwood Field, which opened in 1910 and hosted baseball greats such as Jackie Robinson, Ty Cobb, Babe Ruth, Lorenzo "Piper" Davis, Willie Mays and "Shoeless" Joe Jackson.
- Birmingham has one of the "Top Ten Bars Worth Flying For," according to *GQ Magazine*. The article lists the top ten bars in the world, among them "The Garages" in Birmingham for its eclectic authentic charm.
- Birmingham is home to the Magic City Classic football game. The Alabama A&M University Bulldogs of Huntsville and the Alabama State University Hornets of Montgomery meet annually in Birmingham. This is the largest historically black college football rivalry in the country.
- *TIME* magazine named Birmingham's Sidewalk Film Festival among its choices for "Film Festivals for the Rest of Us." Says *TIME*: "The September fest in the theatre district of Birmingham... is an industry favorite."
- *Bon Appétit* magazine named Birmingham's Hot & Hot Fish Club among the "Great Neighborhood Restaurants in the South."
- Birmingham's Ruffner Mountain, just ten minutes from downtown, is the second largest urban nature preserve in the country.



### IMPORTANT LINKS:

[Birmingham-Shuttlesworth International Airport](#)

[Birmingham CVB](#)



## ABOUT THE AIRPORT

The Birmingham-Shuttlesworth International Airport (BHM) is Alabama's largest airport serving the Greater Birmingham area and surrounding Southeastern cities. Offering 130 daily flights to 50 airports in 47 cities throughout the United States, BHM presently ranks in the country's top 75 airports in terms of passengers served annually. BHM served over 2.9 million passengers in 2011.



BHM is owned and operated by the Birmingham Airport Authority (Authority), an independent authority autonomous from local government. The Authority is responsible for the day-to-day operations and long term planning for the airport. It is governed by a 7-member Board of Directors that sets policy, approves the budget, and hires the airport's President / CEO.

There are 133 full time positions at BHM supporting a FY 2013 operating budget of just over \$39 million in revenues and nearly \$23.5 million in expenses. BHM served more than 2.9 million travelers in 2011 with over 104,000 aircraft operations. Additional activity at BHM includes two cargo facilities, one FBO, and an Air/Army National Guard facility. The airport is host to over 100 leasing tenants and 4000 total employees.

The five year capital improvement program for the Authority (2013-2017) is currently supporting four underway projects with estimated expenses of nearly \$227.5 million. The largest of the projects is a major Terminal Modernization Program (TMP). Phase 1, which includes Concourse A and B, is scheduled to be completed in Jan 2013. Phase 2 will be completed in 2014.



## ABOUT THE POSITION

Under direction of the SR Vice President of Finance & Administration, manages the activities of Birmingham Airport Authority's parking operations by supervising the day-to-day operations of the parking department; plans, projects and adjusts for current and future operational needs and ensures that excellent customer service is provided through the parking program. Responsible for determining new and/or revise procedures to respond to issues and/or changes in the parking system for the maximum collecting and receipting of parking revenues. The position also requires planning, organizing, monitoring, supervising and problem solving to ensure that the parking system operates efficiently with 24/7 coverage.

### The Parking Operations Manager:

- Maintains and verifies the accuracy of detailed parking activity reports and prepares appropriate daily, monthly and periodic reports as requested.
- Makes recommendations for new or revised policies and procedures for parking services; enforces policies and procedures as approved.
- Coordinates with IT Division and Operations Department to maintain effective and comprehensive parking operations.
- Supervises and schedules a staff of parking supervisors, parking auditors, and cashiers who operate the parking facilities on a 24/7 basis; trains parking supervisors; performs disciplinary actions; reviews and evaluates parking staff annually.
- Develops and trains staff for emergencies and modifies contingency plans to ensure excellent customer service continues during system failure or other interruption of normal processes.
- Develops, interprets and implements departmental policy and procedure.
- Investigates customer complaints and makes decisions regarding actions to be taken; approves and denies refund requests.
- Reviews daily reports of supervisors and monitors cashier performance. Reviews auditor's daily and weekly reports and trends.
- Monitors budget expenditures; authorizes expenditures and monitors use of funds; orders departmental supplies and office supplies.
- Maintains industry knowledge of new equipment and revenue controls to continually improve protection of parking revenue and parking operations.
- Ensures programs adhere to applicable federal, state, and local regulations and guidelines.
- Ensures maximum level of safety and security in all parking facilities/areas.
- Serves as a BAA Ambassador for departments and outside agencies on matters related to parking.



## REQUIREMENTS

The Parking Operations Manager:

- Must be customer service oriented.
- Will have thorough knowledge of administrative and business principles and practices used in the operation of large parking facilities including the methods and processes needed to assure a safe and secure environment for the public.
- Must be knowledgeable of budgeting, cash receipting and depositing, revenue controls and the computer operations to support these functions.
- Will have thorough knowledge of the revenue controls and procedures for each type of revenue generating activity by the airport parking department including but not limited to employee, tenant, and non-based employee parking; towed and abandoned vehicle receipts; validation programs, and frequent parker programs.
- Will know the equipment needed for parking services and facilities such as ticket machines, automatic gates, security devices and systems, and an airport's parking system hardware and software features.
- Will be skilled in operational planning, problem-solving, team building and scheduling of personnel and events.
- Have the ability to design and interpret analytical information and parking reports.
- Be able to plan and organize, direct, and evaluate the work of subordinate employees in the specialized fields of parking and auditing.

- Understand and operate an automated records system to support the cash received.
- Prioritize workload and work needs as well as establishing and maintaining sound internal controls.
- Will be able to maintain and develop effective working relationships with citizens, airport officials, other department personnel, employees, and the general public, and be able to communicate effectively in oral and written forms.

## THE IDEAL CANDIDATE –

Will possess a Bachelor's degree in Public or Business Administration, Management or related field and six (6) years of considerable experience in parking management, including supervisory responsibilities. Progressive responsible experience in all phases of managing the parking operations for a facility with a minimum of 5000 parking spaces is required.

Must obtain and maintain a valid state of Alabama driver's license. Must be available to work overtime, or alternate hours, holidays, and weekends as necessary for the efficient operation of the department. Ability to Pass Criminal History Record Background Check, physical exam, Alcohol/Drug test, motor vehicle driving record check and employer reference & credit check.

**COMPENSATION & BENEFITS** – BAA offers a very competitive salary and benefit package that includes:

- The salary range is \$59,124 – \$88,687 DOE.
- Medical, prescription, dental, and vision plan.
- City of Birmingham Retirement and Relief Plan
- Deferred compensation plans (*voluntary employee-funded 457b*).
- Basic term life insurance and AD&D plan funded by Authority.
- Vacation leave, sick leave, and 12 paid holidays annually.
- Longevity bonus.
- Other personal benefits.



## HOW TO APPLY

A. Please submit, in PDF format, a cover letter, resume, and a minimum of five professional airport references. The references should include those who have worked for you and those you have worked for. Include their contact information and your working relationship to them. Send to ADK Executive Search at: [bhmpark@adkexecutivesearch.com](mailto:bhmpark@adkexecutivesearch.com)

B. Your submission should include a supplement, in PDF format, with responses to the following:

1. In your career, what have been the biggest challenges you have faced in your parking operations experience?
2. What is the size of facilities you have served including the operating budgets and staff you have supervised?
3. How do you instill the principles of excellent Customer Service in your staff?
4. What motivates you?

C. Please complete the ADK employment application form at: [ADK Application Form](#) (this is a secure link).

**Filing Deadline: Thursday, November 22, 2012.**

**Only complete electronic submissions will be considered.**

The Birmingham Airport Authority is an equal opportunity employer.

Email Questions to [bhmpark@adkexecutivesearch.com](mailto:bhmpark@adkexecutivesearch.com) to the attention of Linda Frankl.

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