

# **Base Operations Page Field**

## **Fort Myers, Florida**

**FBO Management Experience Wanted  
for Page Field owned by the Lee County  
Airport Authority, Fort Myers, Florida**



**Lee County Port Authority**

*Executive Search Services Provided by ADK Executive Search*



## THE AIRPORT

The Lee County Port Authority owns and operates Southwest Florida International Airport (RSW) and Page Field (FMY) in Fort Myers, Florida. The Port Authority is operated under the supervision of the Lee County Board of Port Commissioners and a board-appointed Airports Special Management Committee. The leadership has been responsible for the unprecedented success of the airports and is committed to continued growth and development of the region's air transportation system. The airports operate as an enterprise fund, totally supported by revenue generated from their operations. No ad valorem tax dollars are used for airport operations or expansion.

Page Field is located just south of downtown Fort Myers serving the business and general aviation market. More than 300 aircraft – including jet, turboprop, single- and twin-engine planes and

helicopters - make FMY their full-time home. There is also on-airport aircraft repair, avionics and detailing services, as well as flight training schools, charter operations and aircraft sales. The airport has two asphalt runways – one 6,406 feet with ILS and GPS; the second 4,912 feet with VOR and GPS.

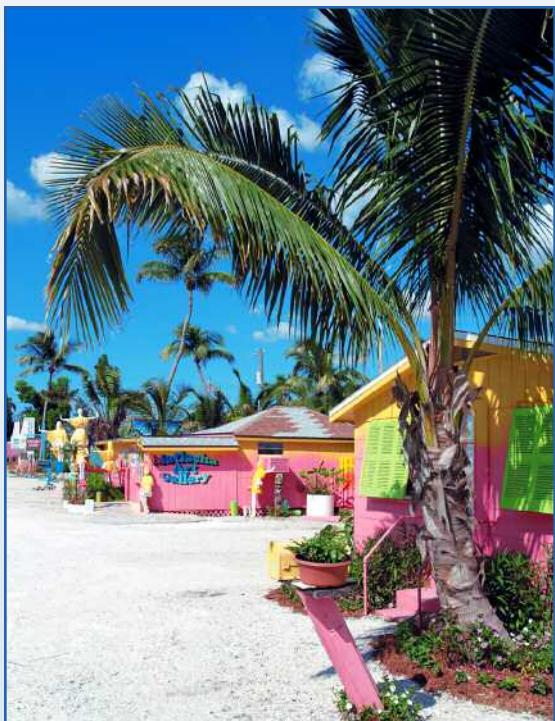
A 2010 study showed Page Field has an economic impact of \$94.6 million annually and the airport supports 1,000 jobs. The Florida Department of Transportation named Page Field the General Aviation Airport of the Year in 2002 and 2008. These prestigious awards have been given to FMY for superior achievement in safety standards, management, customer service and the overall appearance, comfort and convenience of its facility.

The cornerstone of Page Field is Base Operations, a modern, state-of-the-art aviation complex completed in August 2011 for \$34.8 million. It includes a new 22,613-square-foot terminal building with every possible amenity to support business aviation, a 600,000-square-foot ramp to accommodate even the largest business aircraft, a 24,000-square-foot multi-use hangar and a new fuel farm. The professional staff at Base Operations provides the highest level of customer care and outstanding service.

The facility has won numerous awards and accolades including the 2011 General Aviation Airport Environmental Excellence Award from the Florida Airports Council, the 2012 Outstanding Environmental Project Award from the Florida Planning & Zoning Association, being ranked in the top 30 percent of FBOs in the United States, Canada, South and Central America and

the Caribbean in the Aviation International News 2013 FBO Survey, the 2013 General Aviation Architectural Project of the Year from the Southeast Chapter of the American Association of Airport Executives and the 2013 Award of Merit from the Florida Native Plant Society.

Most recent annual operations in 2012 were 85,000. This position is responsible for 17 employees and an operational budget of \$7.5 million (\$1.7 million excluding fuel inventory).



## FORT MYERS, FLORIDA

Southwest Florida encompasses a five-county area with nearly 1.2 million residents. Lee County is an 811-square-mile metropolitan area along the Gulf Coast of Florida and the focal point of the region, offering a first-class lifestyle in a breathtakingly unique location. Fort Myers enjoys a pivotal position on I-75, part of the national interstate highway network, and major markets with deep water ports such as Miami, Fort Lauderdale and Tampa are less than 150 miles away. In fact, more than 50 percent of the population of Florida is within an easy reach of Fort Myers.

In addition to mild weather and a tropical landscape, the area is one of the top travel destinations in the United States. With more than 50 miles of coastline along the warm waters of the Gulf of Mexico, the white sandy beaches of Southwest Florida are some of the most pristine in the U.S. and world-renowned for shelling and bird watching. There are scenic back bays and picturesque rivers for exceptional year-round kayaking, boating, fishing and water sports. The area has a thriving arts community, music and theater, historical attractions and an abundance of beautiful golf courses. Nature lovers can experience a diverse ecosystem in our many parks, wildlife refuges and gardens.

## WEATHER & CLIMATE

Southwest Florida enjoys an average winter temperature of a comfortable 66 degrees, an average summer temperature of 83 degrees and proudly boasts 350 days of sunshine each year.

With weather like this – the opportunity to enjoy the outdoors is endless.



### IMPORTANT LINKS

[Base Operations Page Field](#)

[About Page Field](#)

[Southwest Florida International Airport](#)

[The Beaches of Fort Myers & Sanibel](#)



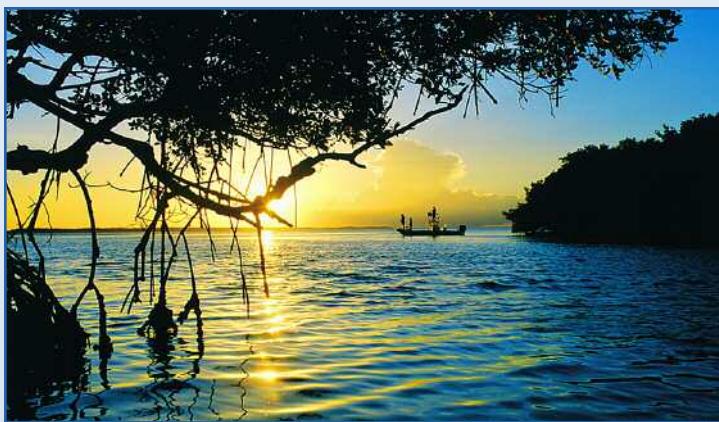
## ARTS & CULTURE

Since 1961, the *Southwest Florida Symphony* has been a vibrant part of the Fort Myers cultural scene by providing a variety of quality concerts with professional musicians. The symphony enriches our community with the joy of music and a commitment to inspire audiences.

The *Florida Repertory Theater* is well-known for its eclectic performances. The Rep is located in the Arcade Theatre, a 1908 vintage building, representing the charm and splendor of early Florida. Originally used as a Vaudeville house, this very auditorium is where Thomas Edison, along with his friends Henry Ford and Harvey Firestone, saw his first films.

Visitors to the *Edison & Ford Winter Estates* in downtown Fort Myers will enjoy 20 acres of historic buildings and gardens, the Edison Botanic Research Lab and the Edison Ford Museum. The newly restored buildings include the Edison Main House, Guest House, Caretaker's House and the Ford House. The 1929 historical landscape can be enjoyed throughout the property, including the award-winning Moonlight Garden. The Edison Ford Museum has hundreds of inventions, artifacts and special exhibits.

Fort Myers also has numerous art galleries and museums offering fine art, history and natural exhibits.



## SPORTS

For the sports minded, along with the activities of university and college teams, Lee County is the spring training home of the Minnesota Twins and Boston Red Sox. The area also has a minor league hockey team, the Florida Everblades and a Class A baseball team, the Fort Myers Miracle.

## RESTAURANTS

With its relaxed atmosphere and location on Florida's Gulf Coast, there is a wealth of dining choices in Lee County. From waterfront fresh seafood houses, to downtown bistros and bars, to formal white tablecloth restaurants, visitors and residents can enjoy hundreds of restaurants in the style and price-range that suits your needs.

## LIFESTYLE

Historically, tourism, construction and agriculture have been the driving forces in Southwest Florida's economy. But new opportunities are helping the local economy evolve and become more diversified. Retail and service-sector employment have risen. Specialty trades, medical, administrative and support service, tech-based firms, light manufacturing and major financial institutions have helped broaden the economic base. Recently, Hertz Global Holdings, a Fortune 300 company, announced their corporate offices will relocate to Lee County. The cost of living in Lee County is below the national average and there is no personal income tax in the state of Florida.

Lee County is on the move with all the ingredients for success – a comprehensive higher education system, diverse population, skilled workforce and appealing quality of life. In short, Lee County is the place to live, work and thrive.



## JOB DESCRIPTION

The general manager of our airport owned FBO is a new position entitled Senior Manager, Flight Support. This position requires exceptional leadership, communication and organizational skills to lead an experienced team of technical and customer service professionals in the delivery of products and services to business, commercial, government and recreational aviation customers. This is a senior management position requiring strategic planning, strong organizational and change management skills.

## THE IDEAL CANDIDATE

The ideal candidate for Senior Manager, Flight Support to manage our FBO must: possess excellent communication skills; have ability to produce presentations and articles for publication that conform to established style and format; be skilled at delivering effective presentations to top management and public groups; have experience working in a dynamic airport environment and demonstrate familiarity with FAA and airport regulations; be able to respond to incidents, inquiries or complaints; and resolve issues acting as the senior management representative.

As a minimum, a bachelor's degree is required from an accredited college or university with a major in business administration, aviation, transportation or related field. To be considered, you must have six years or more progressive FBO management experience. A private pilot license or higher is preferred. Possession of a valid Florida driver's license is required within 30 days of hire.

## REQUIREMENTS

The requirements of this position are to:

- Provide leadership and guidance in providing uncompromising customer service.
- Oversee all aspects of flight support operations including line service, customer service, fuel sales, customer retention, new business development, quality assurance, retail sales, safety and environmental compliance.
- Review, develop and implement processes and procedures to ensure standardization of product and service delivery, quality assurance, and effective inventory and financial controls.
- Develop programs to evaluate and improve customer satisfaction.



- Interact with customers and airport businesses on a regular basis to measure customer satisfaction and to identify opportunities to improve processes and services.
- Be responsible for financial management including budgeting, monitoring of expenditures and forecasting.
- Develop internal operational and financial reports for analytical use.
- Encourage staff to provide suggestions to improve processes, operations, safety and identify growth opportunities.
- Establish a culture of safety and quality through daily observation, shift briefings, ongoing training, safety meetings and regular audits. Ensure compliance with operational regulations and safety best practices.
- Manage hangar rentals, occupancy and wait list.
- Oversee initial and recurrent training programs including line service, customer service, security, safety and airport driver.
- Conduct employee performance reviews, interviews and counseling. Maintain good discipline and positive employee relations.
- Act as General Aviation Director in his/her absence.

## COMPENSATION & BENEFITS

Salary Range is \$66,386 to \$89,579 with an excellent benefit package including:

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| <ul style="list-style-type: none"> <li>• Medical, Dental and Vision Insurance</li> <li>• Life Insurance</li> <li>• Short-term &amp; Long-term Disability</li> <li>• Vacation/Personal Time Off</li> </ul> | <ul style="list-style-type: none"> <li>• Holidays</li> <li>• 457 Deferred Compensation Plan</li> <li>• State Retirement System (FRS)</li> <li>• Relocation Benefits</li> </ul> |
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1. What is the size of the organizations you have served including the operating budgets and staff? How do these experiences relate to the size and complexity of the position at Base Operations Page Field?
  2. Discuss your experience in managing and directing the operations of a general/business aviation terminal and flight support operation.
  3. What are the key elements of a successful team-oriented management style? Give examples of your experience in implementing and maintaining a collaborative, team-oriented leadership culture.
  4. This position requires a unique combination of technical detail with management skills that exhibit flexibility, an ability to move quickly from one discipline to another, and independent judgment. Why do you feel this position is right for you?
- C. Please complete the online ADK employment application form at: [ADK Application Form](#) (this is a secure link).**  
Only complete electronic submissions will be considered.

**Filing deadline is – Open until filled.**

Email questions to Doug Kuelpmann at: [Page@adkexecutivesearch.com](mailto:Page@adkexecutivesearch.com).

The Lee County Port Authority is an Equal Opportunity Employer. This position is eligible for Veterans' preference.

## REQUIREMENTS (continued)

- Assist in development of marketing concepts, programs and materials; conduct sales and marketing visits to current and prospective customers; represent the Port Authority at trade shows and through participation in professional organizations.
- Monitor market conditions, industry trends and identify growth opportunities.
- Conduct periodic market analysis of pricing, products and services.

## HOW TO APPLY:

- A. Please submit, in PDF format, a cover letter, resume, and a minimum of five professional references. The references should include those that have worked for you and those you have worked for. Include your working relationship to them. Send to ADK Executive Search at: [Page@adkexecutivesearch.com](mailto:Page@adkexecutivesearch.com).
- B. Your submission should include a separate supplement, in PDF format, with responses to the following: