



Skills and experience desired for the Senior Vice President and Chief Revenue Officer

1. Proven Concession Management track record of increasing overall customer satisfaction while growing revenue
2. Experience in Commercial Real Estate including:
 - a. Project Initiation
 - b. Project Conception/Feasibility Study
 - c. Project Management
 - d. Project Marketing
 - e. Negotiating and closing the deal
3. Experience with Aeronautical Real Estate Development including:
 - a. FBO Lease negotiations
 - b. General Aviation Development projects
 - c. Corporate Aviation Development Projects
 - d. Air Cargo Development Projects
4. Experience with Airline Lease Negotiations
5. Experience with managing parking operations
6. Self-Motivated individual who thrives working in a consensus driven, collaborative environment with the C-Suite and Staff
7. Experience leading cross functional teams in the formulation of new products and services
8. Ability to craft and articulate a strategic vision for the Revenue Development Department

Key Objectives

1. Grow concession/rental car revenue with a goal of having the highest revenue per enplaned passenger at medium hub airports
2. Grow non-aeronautical revenue with a goal of having the highest revenue per enplaned passenger at medium hub airports
3. Work with Air Service Development staff to grow Aeronautical revenue
4. Seek to improve the customer experience and improve satisfaction scores (Customer centric focus)
5. Implement RDU on-line parking reservation System and expand Parking products
6. Develop a process to evaluate products/services and accelerate delivery to the customer
7. Develop revenue performance metrics and associated dashboard's
8. Develop and document business process improvements in the areas of Business Development, Properties and Parking
9. Develop a C-Suite Tenant Relationship Plan
10. Transition Concession Marketing Program into the Airport Marketing Program__