

Hartsfield-Jackson Atlanta International Airport Atlanta, Georgia (ATL)



**The City of Atlanta Invites Applications
for Airport Concessions Director**



Executive Search Services Provided by ADK Consulting & Executive Search



ABOUT THE AIRPORT

Where does one begin? The Hartsfield-Jackson Atlanta International Airport (ATL) is the world's busiest airport for the 16th year in a row, with nearly 95 million passengers annually. International visitors are experiencing the most high-profile recent development at Hartsfield-Jackson, the Maynard H. Jackson Jr. International Terminal, which created a 40-gate international terminal complex.

There are exciting changes happening at the Airport. ATL is currently focused on fulfilling Mayor Kasim Reed's vision of expanding the Airport's cargo operations. A new Master Plan will move ATL along the path of modernizing the existing 30-year-old terminal complex. A new agreement will be negotiated with airline partners and the guest experience at the Airport will be dramatically enhanced. Plans are to build a robust, job-creating, international air service development program that will further link Atlanta by non-stop flights to fast growing global economies in Asia, Africa, Eastern Europe and Latin America.

In addition to launching new projects, ATL is nearing completion of several existing initiatives. They will complete their expansion of the Concourse C midpoint, which will provide their guests additional seating areas and create space for additional food & beverage and retail locations.

The Airport's concessions expansion will be complete with the anticipated opening of all 152 new locations. The inbound roadway project to improve the efficiency and safety of domestic terminal entrance roads will be finished, and as part of their cargo expansion, they will open a new 100,000 square foot cargo facility. Growth and improvements happen every day at the Airport, all of them directed toward creating the best possible experience for travelers to and through Atlanta.

There are 10 major U.S. airlines providing service to ATL through their mainline operations as well as their regional affiliates. Eight foreign-flag carriers also provide service to ATL. The airport has 613 employees with a FY 2015 operational budget of nearly \$489 million. Landmark Aviation provides corporate FBO services to the airport while Federal Express, UPS, and DHL anchor a burgeoning cargo operation on the north side of the Airport.



THE ATLANTA COMMUNITY

Atlanta, Georgia is a world-class modern city rich in culture, arts, entertainment and sports. The city has an impressive legacy of leadership and courageous firsts, from Martin Luther King, Jr., to former President Jimmy Carter.

The metro Atlanta region comprises 28 counties in North Georgia, making it the ninth largest metropolitan statistical area in the United States. According to the U.S. Census, the region has a total population of more than 5.3 million residents.

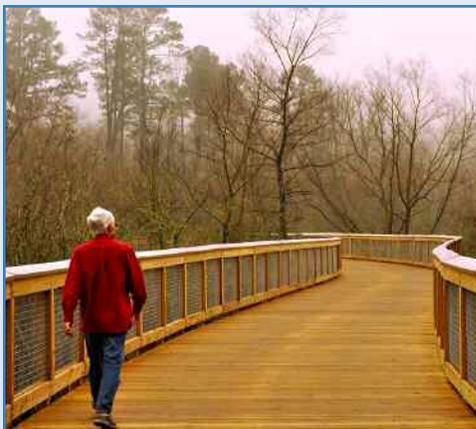
Metro Atlanta offers an exceptionally high quality of life at a comparatively low cost. Lower cost of living in Atlanta for major expenses like housing, clothing, food and gasoline help keep the region's cost of living below the U.S. average - and well below those of most major metropolitan areas.

Atlanta is also headquarters for many Fortune 500 companies, including Delta Air Lines, Coca Cola, United Parcel Service, Home Depot, and AFLAC. Also calling Atlanta home is CNN, the Cable News Network.

At the heart of the region is the city of Atlanta – Georgia's capital and the state's largest city. Located at the foothills of the southern Appalachians, the landscape of Atlanta is predominantly characterized by rolling hills and broad, smooth uplands. The Chattahoochee River is one of the most prominent natural features of Atlanta. It forms the northwestern boundary of the city, flowing through a valley, which ranges from 150 to 400 feet in depth and from two to

five miles in width from rim to rim. On the eastern side of the metro area, Stone Mountain rises high above the tallest pines. At 825 feet tall, it is the world's largest free-standing piece of exposed granite.

Despite having a mild Atlanta climate, the city does experience all four seasons. The average annual temperature is 61 degrees. July is the hottest month, averaging 89 degrees and January is the coldest, with the average low at 33 degrees.



RECREATION

Recreation – Atlanta proudly boasts a number of recreational areas and opportunities for individuals and families. These create an environment that encourages spending quality time together and strengthening relationships.

Home of the 1996 Centennial Olympic Games and the world's largest Olympic Ring fountain, **Centennial Olympic Park** provides year-round entertainment, including concerts, festivals and family activities.

The world's largest piece of exposed granite rock and longest running laser show, **Stone Mountain Park** is Georgia's most-visited attraction. The **Lasershow Spectacular in Mountainvision™** has graphics and awe-inspiring effects that create multi-dimensional magic on one of the world's largest screens – Stone Mountain. With more than 3,200 acres of natural beauty, you'll find family-oriented recreational activities, special events, lodging and camping. Visit the 1870s town of **Crossroads®** for live shows, craft demos, shopping and dining, or enjoy the **Great Locomotive Adventure**, **Scenic Railroad** and **Antebellum Plantation & Farmyard**. Other family favorites are **Sky Hike**, the largest treetop adventure course, and **Geyser Towers**, a multi-level ropes course, which combines the challenge of climbing with the thrill of a water park.

New attractions include the College Football Hall of Fame and the National Center for Civil and Human Rights; both opened to visitors in 2014. Other enjoyable attractions include the world-class Georgia Aquarium, which houses 120,000 animals, representing 500 species, in 8.5 million gallons of marine and fresh water and was the world's largest aquarium when it opened in 2005, Piedmont Park, Chattahoochee River Parks, Six Flags over Georgia, more than 100 golf courses, the largest tennis association (Atlanta Lawn Tennis Association), the 2nd largest running organization (Atlanta Track Club), water sports at Lake Lanier and Lake Altoona, and camping and hiking in the North Georgia Mountains and the Appalachian Trail round out the list of superb recreational offerings.

ARTS & CULTURE

Arts & Culture – The metro Atlanta lifestyle is rich in arts and culture – providing residents a spectrum of world-class exhibits and experiences. From the Atlanta Ballet to the Atlanta Symphony Orchestra, which has won more Grammys than any other U.S. symphony, metro Atlanta is home to world-class acts in dance and classical music. In addition, the region offers several permanent theater groups.

There are a multitude of cultural opportunities that are enjoyed by residents and visitors alike, including the **Alliance Theatre** and the **Cobb Energy Performing Arts Center**. In addition, museum-goers can always find a new exhibit in which to spend an enjoyable afternoon. The **Museum of Design Atlanta (MODA)** advances the understanding and appreciation of design as the convergence of creativity and functionality through exhibitions, education and programming for visitors of all ages. **The Atlanta Contemporary Art Center (ACAC)** has become one of the Southeast's leading contemporary art centers. They play a vital role in Atlanta's cultural landscape, offering diverse educational programming for people of all ages and supporting working artists and their creative process.

Metro Atlanta offers an abundance of fun for families, kids and couples. You are sure to find a host of activities year-round, including Zoo Atlanta, the Atlanta Dogwood Festival and many neighborhood festivals.



Atlanta Falcons, Atlanta Hawks, Atlanta Braves and Atlanta's newest franchise, the WNBA Atlanta Dream. The 71,250-seat Georgia Dome is where the Atlanta Falcons play to win. For NBA excitement, the Atlanta Hawks and the Atlanta Dream run the Philips Arena court. The Atlanta Braves hammer home runs at Turner Field.

Higher Education – Fifty-seven colleges and universities in the metro Atlanta region enroll more than 250,000 students each year. Seven technical colleges enroll more than 60,000 students each year. The region ranks top 10 among U.S. metropolitan areas in students enrolled, research spending and degrees earned.

DINING & SHOPPING

Dining Scene – Atlanta is home to some of the best restaurants in the nation, and guarantees something to please every palate. A 'must-try' is the Varsity, the World's Largest Drive-in Restaurant. They have been serving customers in Atlanta since 1928. Mary Mac's, Carver's and The Colonnade serve southern-style specialties, and STK is a favorite among local celebs and pro athletes, offering great food and a lively atmosphere. Two Urban Licks promises a wonderful ambience, and diners are sometimes treated to live music.

Shopping – shoppers are delighted with Atlanta, since every kind of shopping imaginable is offered. From huge malls to outlets, antique shops, boutiques and artisan establishments, shoppers are treated to a plethora of multicultural experiences, where everything is available from food, to clothing, to museum-quality artworks.

SPORTS & HIGHER EDUCATION

Sports – If you are a fan of professional sports, metro Atlanta has your game covered with impressive venues and teams to catch all the action. The region is home to the

IMPORTANT LINKS

[Hartsfield-Jackson Atlanta International Airport](#)

[Metro Atlanta Chamber](#)

[Atlanta Convention & Visitors Bureau](#)

[Metro Atlanta Weather](#)

[The Atlanta Journal - Constitution](#)





JOB DESCRIPTION

The Airport Concessions Director provides overall strategic direction for driving concessions revenue and manages operation of the airport concessions program. This position also manages lease agreements and provides oversight to assure concession compliance with lease terms, airport policy, regulatory requirements (local, state and federal); manages an ongoing inspection and compliance program and conducts periodic reviews with concessionaires. The Airport Concessions Director manages response to customer complaints or inquiries and provides significant input into strategic planning for meeting the concessions needs of the traveling public, including developing business terms and space and concept planning. Additionally, this position manages the maintenance of operating records and reports for all concessions locations.

The Airport Concessions Director:

- Directs overall operations of the airport concessions program, including strategic and business plan development, contracts and lease administration and service delivery.
- Leads a staff of professionals engaged in ensuring vendor compliance with food service, safety, security and business requirements in accordance with applicable regulations and lease terms.
- Collaborates in the development of concession plans for existing and future space; works with airport planners and consultants to determine concession needs and revenue opportunities.
- Serves as a primary communication conduit with concessionaires.



JOB DESCRIPTION *(continued)*

- Coordinates development of new retail concessions programs; evaluates proposed operations to determine overall feasibility; participates in development of new space and in the procurement of vendors.
- Works with airport construction and maintenance staff to coordinate changes to space as required.
- Responds to questions and complaints about concession operations; directs investigation and reviews results and resolution.
- Works in cooperation with vendors and technology staff to provide and/or support point-of-sale system.
- Receives/generates various reports; reviews for accuracy; performs applicable calculations; approves, forwards, and/or maintains as appropriate.
- Reviews periodic vendor inspections and conducts annual vendor evaluation conferences.
- Collaborates with other airport leadership to negotiate financial and operating terms for tenant leases.
- Prepares annual operating and capital budgets; participates in daily management of budgets.

The successful candidate will have outstanding verbal and written communication skills, knowledge of retail and restaurant operations, particularly in a multi-vendor environment; of leasing and concession agreements, skill in communicating effectively with concessions and/or airline management regarding issues and in negotiating solutions to concessionaire issues. Furthermore, the ideal candidate will have the ability to manage and coach professional employees and to build effective partnerships with business partners, other airport management, regulatory authorities, etc.



REQUIREMENTS

Bachelor's degree in business, aviation management, environmental health or related area. Candidates must have 8 years of professional experience in airport concessions, food service management, retail management, airport vendor operations or similar. 5+ years specifically in airport concessions or shopping center concessions management is strongly preferred. *An equivalent combination of training and experience will be determined under prescribed guidelines in lieu of the requirements above.*

COMPENSATION & BENEFITS

The salary is commensurate with experience.
Excellent benefit package including relocation benefits.

HOW TO APPLY:

A. Please submit, in PDF format, a cover letter, resume, and a minimum of five professional references. The references should be diversified and include at least one individual for whom you have worked directly, and one individual who has reported directly to you. Include their contact information (email and telephone number) and specify your working relationship with them. Send to ADK Executive Search at: ATL@adkexecutivesearch.com.

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

1. What is the size of airports/facilities and communities you have served including the operating budgets, capital improvement budgets, and staff you have managed? Relate your experience to that of ATL.
2. Why do you feel that this position with the Hartsfield-Jackson Atlanta International Airport is right for you at this time in your career?

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

Filing Deadline: Open until filled.



Only complete electronic submissions will be considered.

Email Questions to: ATL@adkexecutivesearch.com