Indianapolis Airport Authority

The Indianapolis Airport Authority Invites Applications for
Director of Concessions & Air Service
Indianapolis International Airport (IND)
Indianapolis, Indiana

Executive Search Services Provided by ADK Consulting & Executive Search
The Airport

As you land in Indianapolis, the first thing you'll notice is the airport. **Indianapolis International Airport (IND)** is the first new international airport in America designed and built after 9/11, (Indianapolis cut the ribbon to its 1.2 million square foot airport complex off I-70 on November 11, 2008). IND has been named the best airport in North America five out of the last six years (2015, 2014, 2013, 2012, and 2010) in the airport service quality awards given by Airports Council International (ACI). Also, in 2015 IND was inducted into the elite ACI Director General’s Roll of Excellence, one of the few airports in the nation to earn this prestigious honor.

IND has been rated #1 by travelers in a J.D. Power & Associates customer satisfaction survey. Readers of the luxury travel magazine, *Condé Nast Traveler*, named IND the best airport in America two years in a row (2015, 2014).

The airport averages 143 daily flights to 42 nonstop destinations on seven major airlines. In 2015, enplanements were 4,008,256. IND is also the eighth largest cargo center in the U.S. and home of the second-largest FedEx Express operation in the world. Approximately 2.2 billion pounds of cargo were managed at IND in 2015. IND is an important catalyst for economic development in Central Indiana and the Midwestern region, generating an annual economic impact of more than $4.5 billion for the area.

Established as a municipal corporation by the General Assembly in 1962, the Indianapolis Airport Authority (IAA) owns, develops, and operates six airports in the Indianapolis metropolitan area. In addition to Indianapolis International Airport, they include: Downtown Heliport, Eagle Creek Airpark, Hendricks County Airport-Gordon Graham Field, Indianapolis Regional Airport, and Metropolitan Airport. The IAA is governed by a board of nine voting members appointed by the mayor of Indianapolis and representatives from Marion, Hamilton, and Hendricks counties. The board also has one non-voting member representing Morgan County.
The Airport (continued)

There are approximately 400 employees at the IAA and the airport is host to over 10,000 jobs. The IAA believes in a high-performing culture that fosters world-class service to enhance our community and understands a diverse workforce will help to accomplish this mission. In 2016, the IAA received three impactful diversity awards for having a diverse leadership staff, implementing initiatives to ensure diverse suppliers conduct meaningful work at the airport, and for supporting diverse community programs. The IAA received a national business diversity award from ACI during the Inclusion Champion Awards; was recognized by the city of Indianapolis for leadership in diversity at the Mayor’s Celebration of Diversity Awards; and by the Indiana Minority Business Magazine as being a Champion of Diversity.

The retail concessions program at IND is comprised of 24 food and beverage concepts, ranging from sit-down restaurants, coffee shops, and quick grab food items. Additionally, there is a total of 25 specialty, news, and gift stores that offer passengers a wide array of shopping choices. IND's concessions program has won numerous awards since moving into the current terminal facilities in 2008. In 2015, Airport Revenue News (ARN) awarded IND the “Best Overall Concessions Program” and ACI recognized the airport with the “Best Food and Beverage Program” award for a medium-sized airport in North America. IND boasts a wide variety of recognizable national and uniquely local restaurants. Additionally, the airport has eight on-site car rental brands and one off-site car rental company for passengers to choose from.

For the 2015 fiscal year, IND had Operating Revenues of $148 Million and Operating Expenses of $62.4 Million, excluding debt service and depreciation. No state or local taxes are used to operate or manage IND.
The Community

**Indianapolis** is the capital and most populous city of Indiana, and is also the county seat of Marion County. As of the 2010 census, the city’s population is 820,445.

Both *Forbes* and *Livability.com* rank Indianapolis as one of the best downtowns in the United States citing “more than 200 retail shops, more than 35 hotels, nearly 300 restaurants and food options, movie theaters, sports venues, museums, art galleries and parks” as attractions. Indianapolis’ vibrant downtown, less than 15 minutes from the Indianapolis International Airport, helped Indianapolis secure its position as the #1 convention city in the U.S. by USA Today’s reader’s poll.

Both the state and the city of Indianapolis provide a strong business environment, with Indiana ranking 2nd in the nation by Site Selection Magazine as a competitive state and 5th in the nation by Chief Executive Magazine as one of the best states for doing business. Indianapolis is ranked 4th in the U.S. by Forbes as a top city for high-tech industry job growth and 7th in the U.S. by Kiplinger as a great city for starting a business.

As is typical in much of the Midwest, Indianapolis has four distinct seasons. Summers are hot and humid, with a July daily average temperature of 75.4° F. High temperatures reach or exceed 90° F an average of 18 days each year, and occasionally exceed 95° F. Spring and autumn are usually pleasant, if at times unpredictable; midday temperature drops exceeding 30° F are common during March and April. Winters are cold, with an average January temperature of 28.1° F.

**Culture**: Indianapolis prides itself on its rich cultural heritage. Several initiatives have been made by the Indianapolis government in recent years to increase Indianapolis’s appeal as a destination for arts and culture. Indianapolis has designated six official Cultural Districts. They are Broad Ripple Village, Massachusetts Avenue, Fountain Square, The Wholesale District, Canal and White River State Park, and Indiana Avenue. These areas have held historic and cultural importance to the city. In recent years they have been revitalized and are becoming major centers for tourism, commerce and residential living.

**Cultural Trail**: Constructed between 2007 and 2013, the Indianapolis Cultural Trail is an urban bike and pedestrian path that connects the city’s five downtown Cultural Districts, neighborhoods and entertainment amenities, and serves as the downtown hub for the entire central Indiana greenway system. The trail includes benches, bike racks, lighting, signage and bike rentals/drop-offs along the way and also features local art work. It was officially opened in May 2013.
The Community (continued)

The city is second only to Washington, D.C., for the number of war monuments inside city limits.
• The Soldiers’ and Sailors’ Monument, located at Monument Circle in the geographic center of the city.
• Indiana World War Memorial Plaza
• Medal of Honor Memorial
• USS Indianapolis Memorial
• Landmark for Peace Memorial
• Project 9/11 Indianapolis

Restaurants: Indianapolis has hundreds of top notch restaurants, ranging from Shapiro’s (which USA Today called one of America’s greatest delis), to Goose The Market (ranked by Bon Appetit as one of their Top 10 U.S. sandwich shops), to St. Elmo Steak House (home of the hottest meal in the world, as declared by the Travel Channel), along with IND’s own Harry & Izzy’s, named Best U.S. Airport Food by USA Today.

Things to See: Their many attractions include The Children’s Museum of Indianapolis—which is the largest children’s museum in the world, and has been rated simply “the best” by Child magazine. The Indianapolis Zoo (located in the nation’s only urban cultural state park) is ranked among the nation’s top 10 zoos by TripAdvisor, and the Indianapolis Museum of Art—one of the country’s 10 largest and oldest general art museums—won the 2009 National Medal for Museum and Library Services (the nation’s highest honor for museums and libraries).

Shopping: Circle Centre, a four-level urban mall anchored by Carson Pirie Scott, is a downtown landmark. On the city’s north side, The Fashion Mall at Keystone presents such options as Saks Fifth Avenue, Tiffany’s and Crate & Barrel. And smaller, uniquely local shops are found within the city’s various Cultural Districts.

Sports, Arts and Entertainment: Indy’s many stages support thriving local music and theater scenes, while welcoming touring shows of all kinds. Some of the nation’s best performing arts organizations include the Indianapolis Symphony Orchestra, Indianapolis Repertory Theatre, Dance Kaleidoscope, and the Cabaret. And in a city that built its reputation on sports both amateur and professional, you’ll almost always find some sort of competition going on. As host of the world’s 1st and 2nd-largest single-day sporting events (the Indianapolis 500 and the Brickyard 400)—and as the host of Super Bowl XLVI in 2012—they know how to show guests a good time.
Job Description

The Director of Concessions and Air Service must have extensive knowledge and experience in formulating and implementing revenue management strategies to support the Airport’s Retail Concessions and Air Service Development initiatives which will enhance the customer experience at IND. This position will oversee airport concession opportunities in consumer services such as food and beverage, retail, advertising, sponsorships and other passenger service services or businesses. Under general direction of the Sr. Director of Commercial Enterprise, this person manages the airport’s retail concessions and air service development functions. Primary focus will initially include implementation of IAA's Concession Refresh Program with a focus on maximizing customer service and establishment of strategic direction on critical revenue streams.

The position maintains an awareness of airport capacities and plans, conducts research on and identifies passenger, cargo, general aviation services needs of the region; monitors schedules, fares and frequencies, identifies air service target markets for service improvements and participates in air service forecasting.

The ideal candidate will have:

• Experience working with or in both public and private sectors desirable
• Established record of success in increasingly responsible positions as a strategic revenue leader. Proven track record as a top “sales/revenue” performer, with a focus on high levels of customer service
• Demonstrated experience in developing and closing complex retail/commercial transactions; air service / aviation experience preferred
• Experience in structuring public and private sector transactions desirable
• Skill in the implementation of a change effort or transformation of revenue management processes and introduction of best practices
• Demonstrated ability to use tools and methodologies to drive business process improvements and deliver solid business and revenue generating results
• Strong interpersonal skills with ability to lead, develop and direct a cohesive and efficient team
• Strong analytical skills, with experience building evaluating and clearly presenting complex business models
• Proven management skills and a capability to quickly analyze business problems and diagnose business strengths and weaknesses, identifying key issues, and developing strategies and plans
• Ability to systematically evaluate business opportunities and target those opportunities with the greatest potential for producing positive business results and revenue
• Ability to prioritize multiple concurrent projects

For a full job description, please click here.
Position Requirements

• To be considered for this position, candidates must have a Bachelor’s Degree in business, finance, marketing or related field; MBA or commensurate experience preferred
• Eight (8) years of extensive, increasingly responsible, mall or concession management-level experience in strategic revenue planning and commercial strategy development and implementation; including profit and loss responsibility

Salary & Benefits

The starting salary range for the Director of Concessions and Air Service is $100,859 to $156,000 DOE, and has an attractive package of benefits.

How to Apply:

A. Please submit, in PDF format, both a cover letter and résumé. One file is appreciated. Please do not send your cover letter in the body of an email. Send your PDF files to ADK Executive Search at:

IND@adkexecutivesearch.com

B. 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:

IND@adkexecutivesearch.com