

WILMINGTON INTERNATIONAL AIRPORT (ILM)
Wilmington, North Carolina

JOB DESCRIPTION

Title: **Airport Director**

Date: June 2021

Supersedes: August 2017

Authorized by: _____, Chairman, NHC Airport Authority
Signature

Position Summary: The Airport Director directs, manages, and coordinates the programs and services of the airport to include operations, safety, security, maintenance, finance, planning, development, community relations, tenant relations, and coordination with federal, state, and local agencies. The primary goal of the Airport Director is to plan, direct, and coordinate activities, which provide for the continuous safety, convenience and efficient air transportation of people, goods and services. Serves as advisor to and performs under the guidance of the seven (7) member autonomous New Hanover County Airport Authority.

Reporting Relationships:

- Reports to: Airport Authority- a seven (7) member autonomous Airport Authority that is appointed by the New Hanover County Board of Commissioners.
- Supervises: All management and staff employees of the airport.

Essential Functions:

- Maintains an engaging and positive working relationship with the Airport Authority Board, assists the Board in its policy-making duties by providing relevant information; sharing activities, opportunities, and risk to include options, and potential consequences, and enables the Board to make well informed decisions.
- Recruits, selects, and orients qualified management and staff personnel that possess the skills, abilities, character, and behavior traits that are important to the customers and the overall success of ILM.
- Develops a comprehensive and viable human resource program that is aligned with the airport's business strategy and, its mission, values, and vision and promotes a collaborative, positive, and effective work environment.
- Responsible for the financial and strategic planning functions and ensures ILM is fiscally, socially, and ethically responsible in maintaining a proactive posture to continuously meet the current and future needs of all customers.
- Responsible to establish financial philosophies and practices for the overall preparation of an accurate and timely airport operating and capital budget to be provided to the Airport Authority in accordance with customary parameters and timeframes. Ensures financial practices and the budgets are properly monitored, managed, and respected.
- Designs and implements the strategic development of the airport in coordination with the Airport Authority. Actively solicits and obtains, to the greatest degree possible, federal, state and local grant funds to develop, optimize and enhance the Authority's airport facilities and to maintain facilities' status as modern, safe and efficient.
- Meets with federal, state, and local officials, tenants, and civic and community groups to promote the airport, explain its mission, values, vision, and strategies, and in a collaborative manner, discuss mutual current and future needs.

- Engages in projects and initiatives that reflect the priorities and values of the region by developing strong civic partnerships with governmental bodies, legislative representatives, economic development enterprises, convention and trade bureaus, chambers of commerce, and the business community with the goal of enhancing regional economic development and the value of the airport to the community it serves.
- Practices good communication skills through effective listening, negotiation, and openly exchanging information in a timely manner. Conducts informative and participative management and staff meetings. Writes and speaks in a clear, concise, professional manner.
- Responsible for the establishment of all rules, regulations, and programs and ensures that the airport remains compliant with all requirements and that the airport is safe, secure, efficient, and customer friendly.
- Continually, creatively, and persuasively works to attract new air service to the Wilmington region and ensure new and existing airline relationships and partnerships are well-maintained.
- Identifies, negotiates, and executes business arrangements with tenants and operators that complements the airport's mission and provides fiscal stability to the airport as well as generates value and service to the region.
- Promotion, recruitment and retention of tenants on the airport property with a focus on expansion of the Business Park
- Actively and consistently demonstrates good leadership skills: leads by example through values and vision; builds and maintains trust; champions empowerment; facilitates learning; promotes team performance; promotes customer satisfaction through quality service and continuous improvement; demonstrates good coaching skills; promotes collaboration; exercises fairness; and promotes employee recognition.
- Directs media relations programs for the airport and is the direct representative of the Airport Authority to the public, news media, aviation community, and appropriate government entities.
- Performs other related work as required by the Authority in a compliant and motivated manner.

Other Important Functions:

- Primary Contacts: Airport Authority, management and staff employees, airport tenants, aviation representatives, regulatory officials, consultants, federal, state, and local officials, community representatives, and the public.
- Physical Demands: Essential responsibilities and duties require maintaining good physical condition necessary for walking, standing, bending, lifting, or sitting for prolonged periods of time. Some exposure to stress, equipment, noise, fumes and inclement weather conditions.
- Working Conditions: Primarily good office environment and overall working conditions. Some travel required. Normal working hours are M-F 8:00 AM to 5:00 PM. Due to nature of responsibilities, may often require long and irregular hours for meetings and completing assignments. Participates in the 24/7 weekly on-call rotation.

Preferred Qualifications:

- Education/Knowledge: Bachelor's degree in aviation management, business, public administration, or related field from an accredited college or university required. Good knowledge and training in airport/aviation management, principles and practices including resources, methods and procedures involved in airport operations desired. Related graduate degree with extensive knowledge and training in aviation management, principles and practices, including resources, methods and procedures involved in airport operations is a plus. Airport industry certification is a plus and is required within 3 years of employment if not currently maintained.
- Experience: Significant senior management experience in an airport/aviation business environment strongly preferred.
- Skills/Aptitudes: Work is highly diversified. Requires excellent leadership skills with special emphasis on the airport's mission, values, and vision; building and maintaining trust; team

performance; championing empowerment; facilitating learning; customer satisfaction; collaboration; exercising fairness; recognition; and good coaching skills. Also requires good technical skills as demonstrated through initiative, creativeness, and decision-making. Collects, analyzes and summarizes data and information. Proactive in identifying problems and initiating appropriate corrective action. Uses discretion and good judgment in performing assignments. Highly motivated self-starter with strong commitment to this position is a must.

I have read, understand, and agree to comply with all requirements of this position. I also acknowledge receiving a copy of this job description.

Date

Employee Signature