



Job Title:	DIRECTOR OF OPERATIONS & MAINTENANCE
Department:	OPERATIONS & MAINTENANCE
Reports To:	DEPUTY DIRECTOR OF AVIATION
FLSA Status:	EXEMPT
Prepared Date:	AUGUST 2021
NAICS W/C:	NONCLERICAL
EEOC:	PROFESSIONALS

About Us

At Naples Airport Authority we want to build a team that understands that by working together, under these principles, we will all help ensure a safe and productive airport environment and make for an enjoyable experience for our customers, the public and our employees.

Vision Statement

Connecting people to the Paradise Coast through an exceptional airport experience.

Mission Statement

The City of Naples Airport Authority strives to operate, develop and maintain the Naples Airport with a commitment to enhancing the quality of life throughout the community.

Values

A GILE organization

P ASSIONATE in service to our community

F OCUSED on excellence

C OLLABORATIVE decision making

A CCOUNTABLE for our actions

R ESPECTFUL of one another, customers and citizens

E THICAL standard of conduct

S TEWARDSHIP of financial, social and environmental resources

Job Purpose

Plans, directs, and coordinates activities concerned with the overall operation and maintenance of the airport in accordance with airport procedures and regulations by performing the following duties personally or through subordinate managers and staff. Oversees staff with direct department activities that carry out the airport's operational, maintenance and security activities.

Supervision Received & Exercised

Receives direction from Deputy Director of Aviation and other senior level personnel. Supervises Operations, Maintenance and Security departments.

Essential Duties & Responsibilities

- Directs the safe operation and maintenance of the airfield, airfield lighting systems, airport and FBO facilities, grounds, vehicles and equipment.
- Assures compliance with all federal, state, and local ordinances. Develops, maintains and enforces airport operating rules, regulations, policies and procedures.
- Coordinates operations and maintenance activities with the FBO and other airport departments to ensure internal and external customer service excellence.
- Directs the performance and prioritization of necessary repairs, preventative maintenance program, and planning for the airport's physical facilities and coordinates those activities with all concerned departments, agencies and tenants as required.
- Assists with the planning and development for the airport's physical facilities and will be responsible for coordination of the airport's maintenance and construction projects, and tenant construction.
- Engages with internal and external stakeholders in support of the Authority's strategic goals and objectives.
- Establishes and ensures implementation of management practices and procedures that advance safety, security, efficiency, superior customer service and business continuity.
- Responsible to ensure appropriate staffing is in place to achieve department objectives and they are challenged, motivated and fulfill their potential in support of the Authority's needs.
- Reviews and updates the FAR Part 139 Airport Certification Manual (ACM) and Airport Emergency Plan (AEP), Airport Security Plan (ASP) – Cat IV airport, Airport's Hurricane Plan and Airport Access/Airfield Driving Programs. Develops and implements annual training programs for supervisory staff and airfield tenants in accordance with FAR 139.
- Fosters a proactive culture of safety through administration and promotion of the Authority's Safety Management System (SMS) across the Authority.

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- Develops, implements, and coordinates emergency operation procedures compliant with NIMS ICS considering NAA needs and requirements. Conducts time response drills and other training exercises for NPESD, mutual aid personnel and NAA staff to insure proper responses to emergencies. Coordinates the annual airport disaster exercise and security exercises.
- Represents the Authority in emergency operations and serves as the point of contact for all EOC activities. Responds to all on airport emergencies and acts as a representative of the Executive Director in his absence; assists other agencies during off airport events.
- Acts as the direct liaison with the FAA's Southern Region Airport Certification Office, Flight Standards District Office, and the Department of Homeland Security/TSA.
- Serves as the Airport Security Coordinator (ASC). Responsible for all ASC compliance issues, including TSA required records, document distribution, training, and inspections. Serves as the airport contact for individuals applying for unescorted access and for review and control of the results of employment history, verification and Criminal History Records Checks required under FAR Part 1542.
- Prepares for departments and participates in the development of the airport's annual budget and 5-year Capital Improvement Program (CIP).
- Coordinates RFP, RFQ and bid specifications for major capital items to be purchased for the Operations and Maintenance Departments.
- Assists with the implementation and administration of noise abatement programs.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

Other Duties

- Reviews and seeks compliance with City of Naples Fire Department, fire safety code violations with respect to, buildings, fuel trucks, fuel farms, tenant areas and hangar inspections.
- Oversees airport construction projects with regards to safety and security compliance and potential infringement on aircraft operational areas or airspace.
- Completes special projects as assigned. Assists in the planning and development of the Authority's long range plans.
- Attends and presents agenda items at regular monthly City of Naples Airport Authority Board meetings and Noise Compatibility Committee meetings.
- Assist other departments as needed.

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- Performs other duties or special projects as assigned.

Competencies

- **Safe Work Habits/Accident Prevention** - Provides suggestions on how to make work areas safer. Anticipates safety issues and actively strives to prevent accidents.
- **Analytical Skills/Decision Making** - Ability to visualize, articulate, conceptualize or solve both complex and uncomplicated problems by making decisions that are sensible given the available information. Able to reach decisions, takes thoughtful approach when considering options, seeks input from others, makes difficult decisions.
- **Business Acumen** - Carries out organizational strategy with a clear understanding of the industry trends, economic sectors and market dynamics. Understanding the business operations within the organization and the industry competitive environment.
- **Communication** - Communicates with excellence both verbally and in writing, delivers presentations, has good listening skills.
- **Customer Service Orientation/Interpersonal Skills** – Provides high quality service; interested, dedicated and enthusiastic toward work. Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback.
- **Employee Management/Leadership/Conflict Management** - Defines responsibilities, motivates employees, delegates well, rewards appropriately. Provides strong leadership, sets a good example, skilled decision maker, motivator, encourager. Good listener, committed to finding solution to problems, works well with difficult people.
- **Job Knowledge - Specific/Procedure Observance** - Demonstrate knowledge of federal, state and local laws including FAA and FDOT programs, rules and regulations. Follows conduct standards, other regulations; adheres to company procedures.
- **Problem Solving** - Strives to understand contributing factors, works to resolve complex situations.
- **Quality of Work/Independence** - Observance of high standards and thoroughness in work procedure; accuracy and attention to detail. The degree of work accomplished with little or no supervision.
- **Strategic Mindset/Adaptability** - Demonstrates strategic alignment, creating the new and different and strategic agility. Adapts to change, open to new ideas and responsibilities.
- **TimeManagement/OrganizationalSkills/ProjectManagement/Productivity** - Achieving better results by organizing time effectively and utilizing self-management habits that lead to increased productivity. Information organized and accessible, maintains efficient workspace, manages time well. Monitors status of projects, thoroughly deals with project details, holds

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project owners accountable, delivers clear, accurate depiction of status. Effectively yield results in spite of workload variations and demands; meets deadlines; consistent volume of work accomplished with efficiency.

Minimum & Preferred Qualifications

Must have expert knowledge of airport operations, airport management, noise programs, FBO and airline operations, fuel systems and fuel farms. Must have technical knowledge and experience working with 14 CFR Parts 77, 91, 121, 135, 139, 150, 161 and 49 CFR Parts 1542 and 1544. Must have excellent communication and customer service skills. Must have basic knowledge of computers and office software. Must be proficient in Microsoft applications and Airport Software. Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory and factor analysis. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

Education/Professional Certifications

Bachelor's degree (B.A.) or equivalent, and four to ten years related experience and/or training; or equivalent combination of education and experience.

Must hold Airport Security Coordinator Certificate or be able to complete training within 90 days. Must be able to obtain security clearance. NIMS ICS qualified in middle management. Possession of an FAA pilot license is desirable.

Machines Tools & Equipment

Must be able to operate calculators, computers, spreadsheet software, word processor, and various other office machines.

Driver's License Requirements

- A current, valid Florida driver's license with full privileges (not suspended or revoked).
- Must maintain a valid State of Florida driver's license or possess a valid out-of-state driver's license and obtain the State of Florida driver's license within 30 days of employment.
- A driving record that meets the Authority's driving standards.

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Language Skills

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

While performing the duties of this job, the employee is required stay in stationary position 80-90% of the time. The employee is frequently required to communicate with vendors and internal and external customers and must be able to exchange accurate information in these situations. The employee is occasionally required to move about inside the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision to be able to read invoices, statements, proposals, contracts, etc.

On occasion, the employee may be required to perform work outdoors, drive Authority owned vehicles such as cars and golf carts and assist customers with their private vehicles.

Supervisor Signature & Date:	
Employee Signature & Date:	

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