



<b>Job Title:</b>	<b>DIRECTOR FBO SERVICES</b>
<b>Department:</b>	<b>FBO SERVICES</b>
<b>Reports To:</b>	<b>DEPUTY DIRECTOR AVIATION</b>
<b>FLSA Status:</b>	<b>EXEMPT</b>
<b>Prepared Date:</b>	<b>AUGUST 2021</b>
<b>NAICS W/C:</b>	<b>NON-CLERICAL</b>
<b>EEOC:</b>	<b>PROFESSIONALS</b>

## 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

Directs and plans all FBO activities; including customer relations/experience, aircraft servicing, ground handling, office/flight support facilities, ramp management, personnel and office administration associated with airside flight line activities.

## Supervision Received & Exercised

Receives direction from Deputy Director of Aviation or other higher level supervisory or management personnel.

## Essential Duties & Responsibilities

- Responsible for the daily activities of the FBO and ensuring service excellence.
- Coordinate with airport tenants and other customers to assure safe, efficient and timely delivery of service. Resolve customer service issues.
- Establish a culture that promotes safety, efficiency, superior customer service and business continuity through daily observation, shift briefings, training and documented safety procedures, monthly safety meetings, and routine audits.
- Perform leadership functions such as interviewing, hiring, and training of department employees; conduct merit and performance reviews; plan, assign, and direct work while ensuring appropriate staffing levels are maintained; address employee relation issues.
- Ensure employees receive Authority communications and necessary training to include safety, customer service standards/loyalty, airport values, etc. as well as ensuring development of employees to improve work performance and maximize employee potential. Encourage employee involvement and suggestions in the improvement of the FBO, its people and its processes.
- Direct the operation of fuel storage facilities and is responsible for maintaining adequate fuel inventories.
- Coordinate with facilities department to ensure FBO facilities and equipment are maintained and operating in accordance with federal, state and local regulations and Authority policies.
- Review incident reports, investigations and ensure solution planning for preventing reoccurrence.

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- Conduct ongoing analysis to measure market trends, service offerings and customer satisfaction. Recommend prices for goods and services in accordance with the Authority's Rates and Charges document.
- Develop strategic goals and objectives to ensure the department provides facilities, services and amenities that surpass customer expectations.
- Coordinate with the Communications Department to develop and promote sales and marketing initiatives for the FBO to include the Airport "Fly Safe, Fly Quiet" Campaign; plan for and attend various industry trade associations meetings and conferences.
- Prepare and administers the department's annual budget.
- Coordinate with the Finance Department to ensure accurately and timely invoicing, collection and payments.
- Coordinate RFP, RFQ and bid specifications for major capital items to be purchased for the FBO department.
- Responsible for coordination, negotiation, and administration of airport fuel, rental car and related line service contracts.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

## Other Duties

- Assist with and is able to perform all line and customer service duties as necessary, including but not limited to the operation of fuel trucks, aircraft towing, baggage handling and operation of various other pieces of equipment as needed.
- Attend and presents agenda items at regular monthly City of Naples Airport Authority Board meetings.
- Complete special projects as assigned.
- Assist other departments as needed.
- Perform other duties or special projects as assigned.

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## Competencies

- **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.
- **Time Management/Organizational Skills/Project Management/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 project owners accountable, delivers clear, accurate depiction of status. Effectively yield results in spite of work load variations and demands; meets deadlines; consistent volume of work accomplished with efficiency.

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## Minimum & Preferred Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with 49 CFR Part 1542, employees must successfully complete a fingerprint based Criminal History Record Check and personal background investigation prior to employment. Must possess a valid State "Class E" Driver's License at the time of appointment.

Previous experience in overseeing Airport FBO Services required. Demonstrated skill in directing and managing staff efficiently and effectively; clearly and effectively communicating, negotiating and advocating, both orally and in writing.

Use of a variety of computer-based technologies including point-of-sale systems, word processing, and spreadsheets.

## Education/Professional Certifications

- Bachelor's degree (B.A.) from a four-year college or university in aviation management or business administration.
- Five or more years related experience at an FBO at a comparable airport; or equivalent combination of education and experience.

## Machines Tools & Equipment

Must have full working knowledge of and be able to train others with the operational use of: tow bars, various hand tools, radios, ground power units, fuel trucks, Millipore testing equipment, aircraft tow equipment, and various other vehicles. Must be able to operate radios, computers, cellular telephones, credit card machines, calculators, and various other office equipment

## 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.

## Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write detailed and technical reports, business correspondence, and procedure manuals. Ability to effectively present

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information and respond to questions from groups of managers, clients, customers, and the general public.

## Working Conditions

While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

## 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.

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<b>Supervisor Signature &amp; Date:</b>	
<b>Employee Signature &amp; Date:</b>	

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