



The Memphis-Shelby County Airport Authority invites applications for
Director of Maintenance

Memphis International Airport (MEM)
General DeWitt Spain (M01)
Charles W. Baker (2M8)
Memphis, TN

EXECUTIVE SEARCH SERVICES PROVIDED BY ADK CONSULTING & EXECUTIVE SEARCH

About the Airport

Memphis-Shelby County Airport Authority (MSCAA) owns and operates Memphis International Airport (MEM), as well as two general aviation airports, General DeWitt Spain Airport near downtown and Charles W. Baker Airport in Millington. MSCAA is responsible for the operation and maintenance of runways and airport buildings and facilities. The Memphis Airport Police Department is also part of MSCAA. The Airport Authority is self-funded and receives no local tax revenue. MSCAA's annual budget is approximately \$120 million.

There are approximately 300 full-time employees of MSCAA.

MSCAA is governed by a seven-member board of directors. Five are appointed by the Mayor of Memphis and two are appointed by the Shelby County Mayor. All MSCAA board member nominations must be approved by the Memphis City Council, and the commissioners serve seven-year terms.

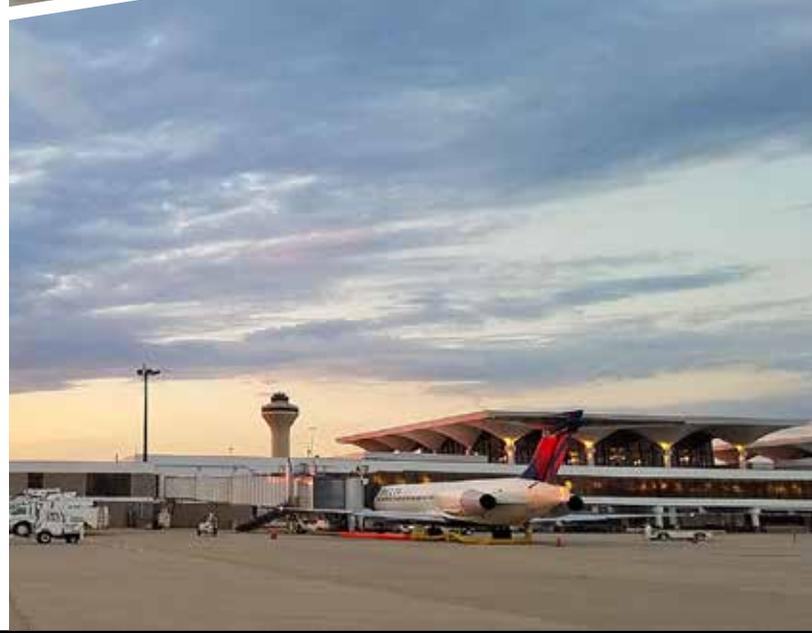
Thanks to the presence of FedEx, MEM is the busiest cargo airport in the world. In addition, MEM's nine commercial airlines served more than 2.6 million passengers in 2020. While the COVID-19 pandemic has greatly impacted air travel across the world, MEM continues to work with its carriers to restore air service and passenger traffic.

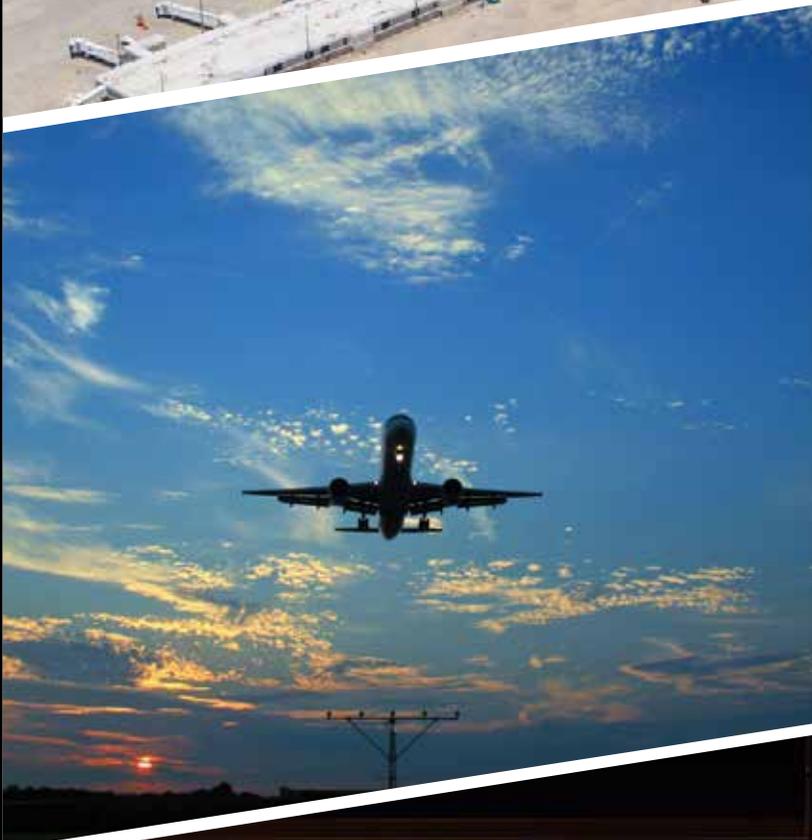
A 2018 economic impact study showed that MEM has an annual economic impact in the Memphis MSA of \$19.1 billion and supports 83,199 jobs. The study was compiled by the University of Memphis' Sparks Bureau of Business and Economic Research/Center for Manpower Studies. The study measured the impact of cargo, passenger and construction operations at MEM to determine the economic impact.

MSCAA Strategic Overview

MSCAA's Strategic Overview acts as a road map for the next five years, ensuring improvement across all facets of the airport's operations.

The airport lists its core values in four categories: mission, vision, guiding principles, and core competencies. As a result, the mission, vision, guiding principles, and core competencies provide a foundation for the Strategic Overview, and each of the goals described within the plan support these ideals.





Mission

To deliver a positively MEMorable customer experience.

Vision

To be the most significant economic growth engine in the Mid-South by providing world-class customer service, engaging the community and facilitating the steady growth of passenger and cargo service.

Guiding Principles

- Foster a culture of integrity and collaboration.
- Pursue the safety and security of our customers, stakeholders and community.
- Recognize the importance of employees to the success of the Airport by maintaining a culture of open communication and respect among all team members.
- Improve our position as a leader in diversity and inclusion.
- Expand the strategic role of aviation as the regional and global economic engine of Memphis' quadrimodal transportation hub.
- Build upon our status as both a world leader in air cargo volume and service and as a passenger-centric, service-oriented airport.
- Be recognized as a model airport for prudent financial and business policies and practices.
- Maintain a culture of continuous improvement.
- Be customer service driven in all that we do.

Core Competencies

Our Core Competencies define our organizational strengths and establish what an ideal team member brings to the Authority.

OPEN COMMUNICATION Demonstrates healthy interpersonal and relationship skills with employees by creating an environment of openness and honesty; listens well, asks appropriate questions, solves problems and explains reasoning behind decisions.

STRATEGIC PLANNING-EXECUTION Demonstrates the ability to analyze the organization's position as it relates to industry standards; establishes short and long-term goals for continued improvement; and in response, shifts priorities and develops strategies to achieve long term goals and addresses short term goals promptly.

CUSTOMER-SERVICE DRIVEN Listens, responds and creates resolutions to internal and external customer problems in an effort to exceed the customer's expectations.

SAFETY Understands, encourages and complies with safety policies and procedures; completes all required training; takes full responsibility for safety and pro-actively seeks improvement.

DIVERSITY Treats all people with respect; values diverse perspectives; participates in diversity training; shows sensitivity to individual differences; ensures all policies continue to be inclusive regarding Federal and State Laws.

LEADERSHIP SKILLS Assesses employees' strengths to create a climate in which people want to do their best by identifying what needs to be done; is willing to make tough decisions; maintains high performance with changing circumstances.

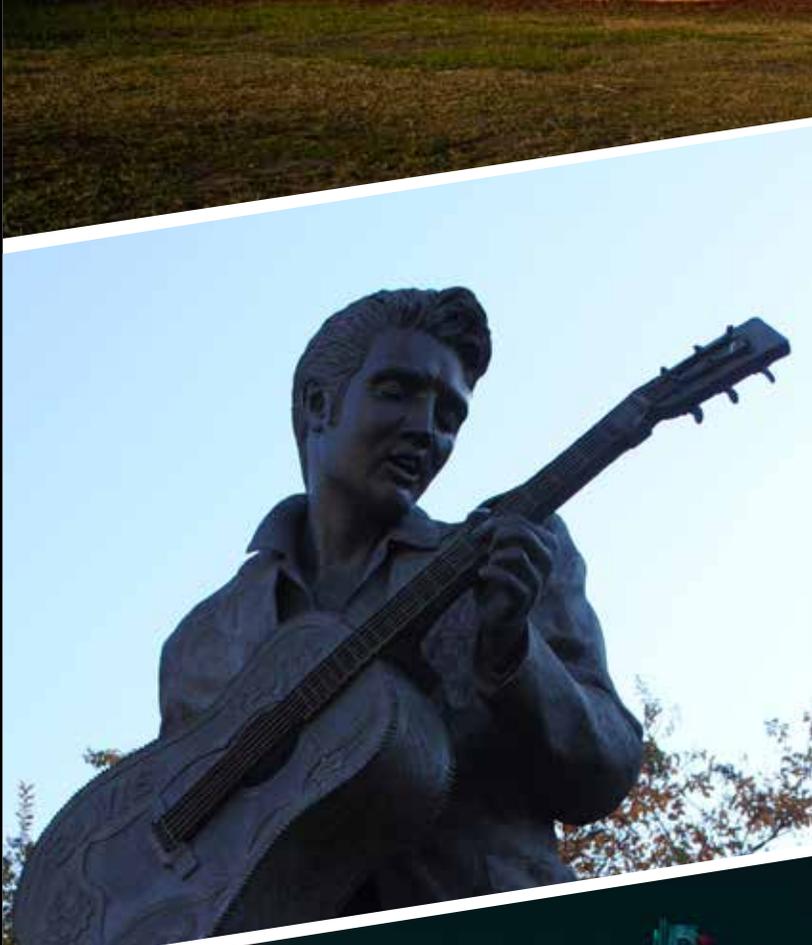
VALUES AND ETHICS Maintains the highest standards of integrity, ethical behavior and practices in all internal, external and business transactions by being transparent, objective, reliable and demonstrating personal credibility.

COLLABORATION AND SENSE OF COMMUNITY Develops, maintains and strengthens partnerships with others; acknowledges others' perspectives and ideas; helps to set a tone of cooperation and shares critical information with everyone involved.

BUSINESS PHILOSOPHY Demonstrates keen business judgment, insight and predictability to create a sustainable business model; recognizes critical business partners and their business needs.

FLEXIBILITY Demonstrates the ability to adapt its business model to an evolving industry.





About Memphis

Memphis is known as the birthplace of rock 'n' roll and the home of the blues but there is so much more to the Bluff City than a great music heritage.

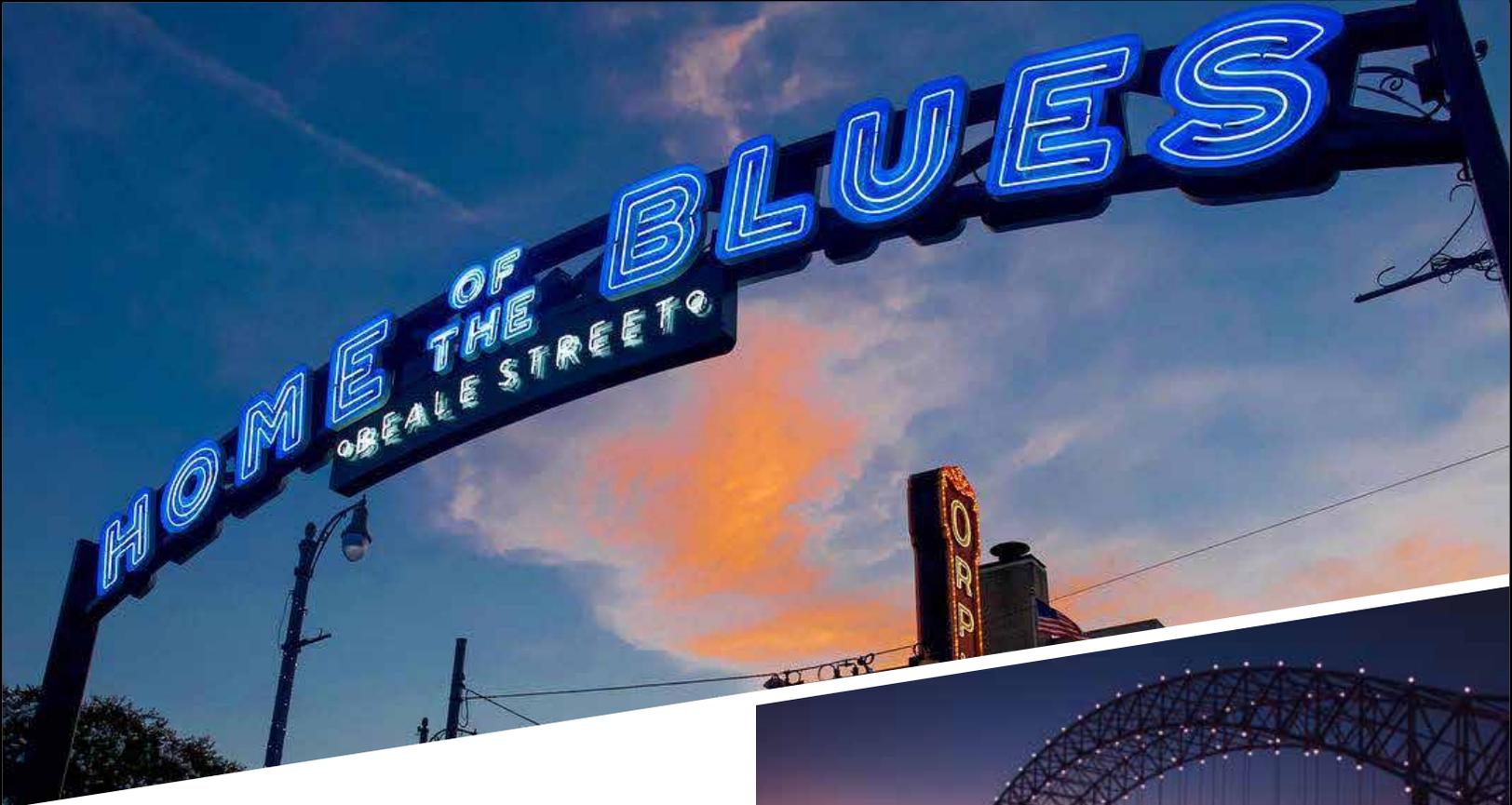
For one, there is a great food scene that begins with world-class barbecue and continues with a fabulous chef-driven restaurant culture that can be found in neighborhoods from the South Main Historic Arts District to Cooper-Young, Overton Square, Broad Avenue Arts District and back to the Downtown Core.

As the hometown of Elvis, Memphis also holds a historical place in music-lover's hearts, not to mention Stax Museum of American Soul Music and Sun Studios joining Graceland as popular tourist attractions.

In 2013, USA Today named Beale Street the nation's most iconic street. Stretching east four blocks from the banks of the Mississippi River, it is filled with restaurants, blues clubs, bars, iconic shops and museums that will fill a whole day and night with fun.

It's conceivable the great music of Memphis wouldn't be possible without the role of race. It was on the city's Beale Street where a young Elvis found music inspiration, and Stax was a place of harmony and unity for whites and blacks during the civil rights struggle. That struggle is honored at the National Civil Rights Museum, housed in the former Lorraine Motel where Dr. Martin Luther King Jr. was assassinated in 1968.

The downtown and Shelby Farms areas also offer a wealth of outdoor activities, and the city's Greenline is a 10.65-mile paved, urban trail that connects pedestrians and cyclists in Midtown through Shelby Farms Park to Cordova.

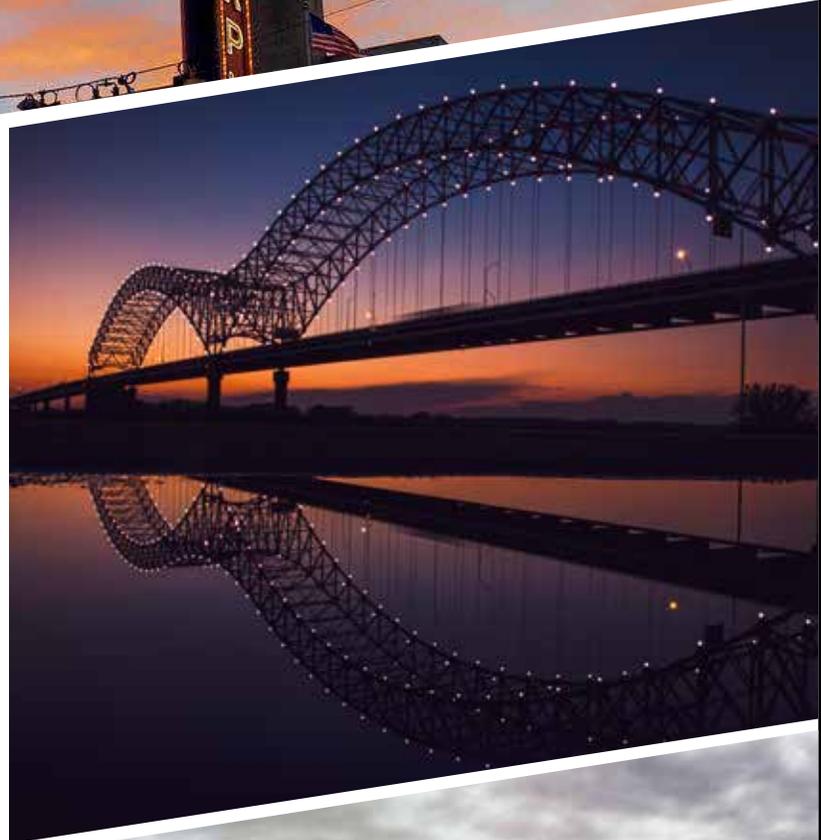


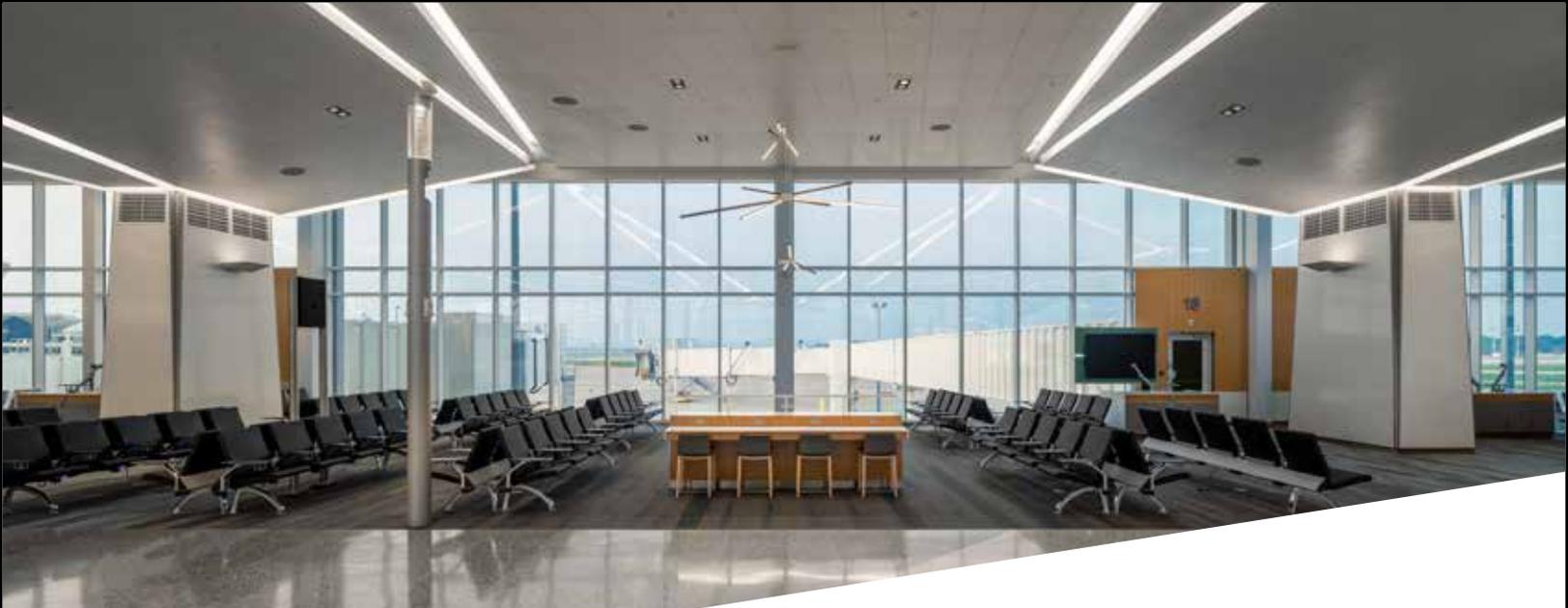
About Memphis *(continued)*

Memphis has drawn many accolades for its attractiveness as both a tourist destination and a place to live and work. In 2019, travel website Trip Savvy named Memphis as its Best Overall Destination. In 2017, Business Insider named Memphis as the best city for young professionals to start their careers.

According to the Greater Memphis Chamber, “Memphis is a city where you can grow your career, build your network and get plugged in to the community to make a big impact.” Memphis has long been known as the home of blues, soul and the birthplace of rock 'n' roll. Today, we're topping lists like Indeed.com's Best City for Job Seekers and Frommer's Best Place to Visit.

Our cost of living is 12 percent below the national average. We have diverse and affordable housing options so you can live the metropolitan life without the hassles of many large cities. Our metro area offers urban, suburban and rural living options; however, our low commute times mean that you can spend less time in your car. Our diverse business community, high quality of life and soulful Memphis spirit make Memphis a top choice for relocating families and singles. Find out why you should #MovetoMemphis with this [great resource](#).





The Position

The Director of Maintenance is responsible for directing and overseeing the maintenance function for Memphis International Airport, General DeWitt Spain, and Charles W. Baker airports. The position is responsible for upkeep, repair and maintenance of structures and infrastructure of authority owned properties, landside, airside, and terminals as well as utilities, vehicles, pavement, roadways, and grounds.

The Director of Maintenance reports directly to the Executive Vice President of Operations / COO and is responsible for approximately 160 employees and an Operating Budget of \$16M and a Capital Outlay Budget of \$8M in FY22 (ending June 30).

The Director of Maintenance is responsible for all contract maintenance agreements with various service providers including janitorial, elevator and escalator, and automated people mover operations and maintenance.

The Director of Maintenance is part of the senior management team and is responsible for recommending and developing policies and procedures, project management plans, and objectives to support the attainment of the organization's mission and goals. The airport emphasizes programs and processes that contribute to predictability, sustainability, and flexibility of the overall mission. This position is responsible for ensuring that all major decisions take into consideration appropriate staffing, life cycle costs, asset replacement and refurbishment, utility costs and natural resource management, safety and reliability, maintainability, regulatory compliance, and customer service.

Reporting directly to the Director of Maintenance are three Managers: General Aviation Manager, Airfield Maintenance Manager, and Building Maintenance Manager. For a complete Job Description, [click here](#).



Preferred Position Qualifications

Bachelor's degree or equivalent in Business Administration, Airport Management, or related field.

Five (5) years of supervisory experience in a maintenance function, working knowledge of building and airfield maintenance, budget preparation and necessary FAA regulations. Extensive human relations, planning, collaboration, leadership, and communication skills. Must become a Qualifying Agent for a CMC state contractor license within 24 months of employment. An equivalent combination of education, training and experience will be considered including maintenance or systems oversight within comparable industries. Translatable experience may come from manufacturing, warehouse, airport, public works, hospitals, universities, or other similar industry. Considerable senior management and leadership experience is required.

Salary and Compensation

The starting salary for this position is \$157,304 with an increase to \$165,584 after a 6 month probationary period. A starting salary at or near the higher starting salary is possible for the exceptional candidate. MEM offers an attractive benefits package, including relocation assistance. There is no residency requirement. For additional details on the benefits, [click here](#).

**MEM is undergoing a review of paygrade program and anticipate adjustments in 2022 based on the review that will include COLA increase effective July 1.*

How to Apply

To apply online, [click here](#).

Deadline for applications: Open Until Filled

Contact for this search is: **Linda Frankl, A.A.E.**
linda@adkexecutivesearch.com

Please note: After your application is complete, you will receive an important email from us. Please check your inbox and your junk/spam folder, and if you have not received our email, please notify us at:
admin@adkexecutivesearch.com.

