



The City of Charlotte invites applications for
Chief Operating Officer

Charlotte Douglas International Airport (CLT)
Charlotte, NC

EXECUTIVE SEARCH SERVICES PROVIDED BY ADK CONSULTING & EXECUTIVE SEARCH



The Airport

Charlotte Douglas International Airport (CLT) is a City of Charlotte department comprised of more than 700 full - and part-time employees.

CLT serves as an enterprise fund and uses no local tax money to pay daily operating costs. Revenue generated by the airport, including parking, concessions, landing fees, rental cars, advertising, cargo, fixed-base operator, and airline rentals, pays for Airport operations.

As the 5th busiest airport in the world and second largest hub to the world's largest airlines, American Airlines, CLT served more than 43 million passengers in 2021.

CLT offers nonstop service to 183 destinations, including 36 international locations and three U.S. territories, averaging 1,400 daily arrivals and departures last year. Due to COVID-19, both passenger numbers and aircraft operations have declined in 2020 and 2021 but are steadily rising.

Charlotte Douglas remains one of the fastest growing airports in the country with a keen eye toward the future. Destination CLT, a \$3.1 billion development plan, kicked off in 2015. It includes construction of the elevated roadway, terminal expansions, concourse renovations and a fourth parallel runway to meet immediate growth demand. At CLT we like to say, "We're Building an Airport Fit for the Queen," in a city also known as the Queen City.





The Airport (*continued*)

Touted as an economic engine of the Carolinas, CLT contributes \$24.6 billion to the local region and generates \$6.8 billion in personal income and \$1.3 billion in state and local taxes each year.

CLT management oversaw a \$195 million operating budget in fiscal year 2022. At the helm of the strategic leadership team are the aviation director/chief executive officer, chief operating officer, chief business and innovation officer, chief financial officer, lead counsel and a team of directors, senior and middle managers.

The management team at Charlotte Douglas follows six core strategic principles: Safety and Security, Customer Focus, Strategic Growth, Asset Preservation, Value Employees and Strong Partnerships.

Historically, CLT is revered within the aviation industry as an exceptional value by providing a cost effective and reliable platform for its airline business partners. CLT's net cost per enplaned passenger is among the lowest for large hub airports in the country.

CLT boasts a 1.8-million square foot terminal with 5 concourses, 114 gates and more than 100 concessions.

Charlotte Douglas is located approximately seven miles from the city's central business district in uptown Charlotte. It occupies 6,000 acres of land located within the city and is accessible within minutes from Interstate 85, Interstate 77, and Interstate 485.



The Community

People keep coming to live in the Charlotte area. Nearly 100 people a day, in fact. Why do they come to the Charlotte Region? They come for jobs in a healthy and growing economy with thriving health care, finance and professional services sectors ranked and a thriving tech sector growing twice as fast as the national average. They come to start and grow businesses in a state with the lowest corporate tax rate and a city with an educated, talented, and innovative workforce, consistently ranked in the top three best places to start a business. They come for lower cost of living and affordable real estate in neighborhoods suitable for any lifestyle – from vibrant urban centers to suburban cul-de-sacs to quaint small towns and rural areas. And 226 days of sunshine a year doesn't hurt either.

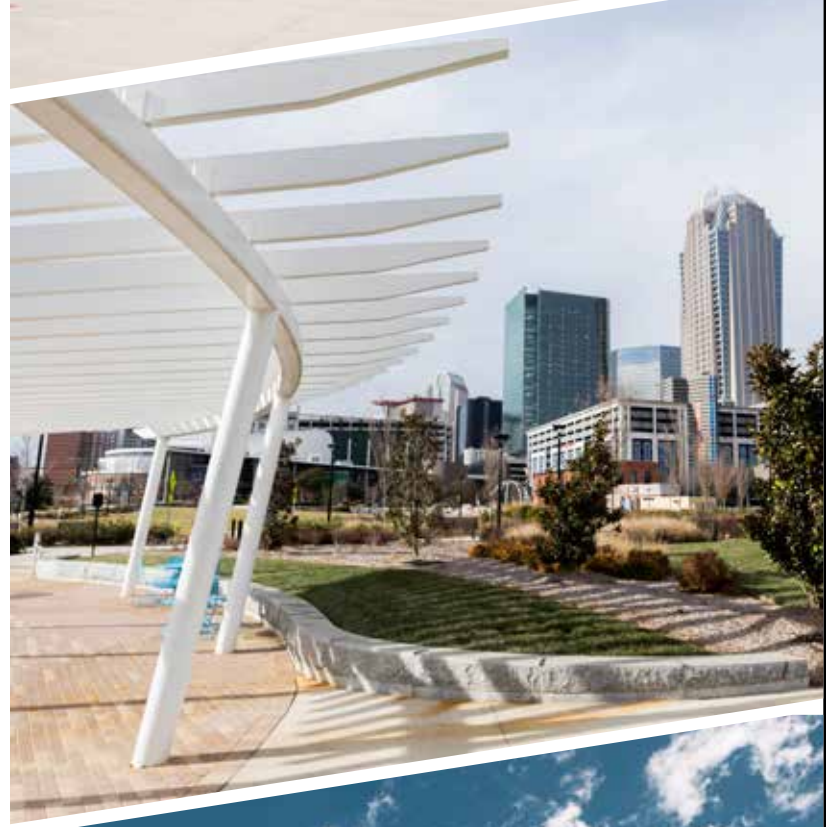
Charlotte boasts a friendly, diverse, and creative class of people who thrive on adventure, inclusiveness, and the constant curiosity to seek what's new and what's next.

What makes us a standout on this great, big map of phenomenal places? We're not just one of a kind; we're one of every kind.

From the diversity of our residents to our colorful history, which you'll find represented in every corner, Charlotte is a melting pot. We're a heaping spoonful of natural beauty and metropolitan splendor. We're a blend of inventive chefs, talented artists, fierce athletes and mission-minded gamechangers. We're equal parts funky and eclectic, traditional, and charming. We're a mix of night owls, early risers, and all-day adventurers. We're a dash of every different language and a sprinkle of the world's cultures.

Want a taste of the town? Order a plate of barbecue or a banh mi sandwich from one of the food trucks roaming the streets. Admire the rare artwork housed in our many museums. Snap a selfie with an 18th-century statue. Sip something crafty at a South End brewery. Take in a Broadway show in Uptown. Shop stylish threads in South Park. Scale Crowders Mountain. Ride the Booty Loop in Myers Park. Groove to live music in NoDa. Toast cocktails in Plaza Midwood. Get behind the wheel of a race car in Concord. Celebrate at a cultural festival in Dilworth. Whatever you do in Charlotte, we invite you to make it your own.

Charlotte was founded by European settlers in 1768, when King George III still ruled the Colonies. They named the new hamlet after the King's wife, Queen Charlotte, and gave the surrounding county the name Mecklenburg in honor of her majesty's birthplace in Germany. Today, find statues of the queen on North College Street and in front of Charlotte Douglas International Airport.





Arts & Culture: A haven for talent, Charlotte is a canvas for artistic expression. State-of-the-art performance venues set the stage for mesmerizing productions spanning Broadway to local theater. Eye-catching public art begs for photo ops. And renowned art museums showcase work by the greatest visionaries from across the globe and across time.

Outdoors: Whether your thrill comes from conquering mountains, navigating whitewater rapids, skipping waves, or trekking through nature-filled trails, Charlotte invites you to experience every kind of offering under the sun. Lace up your tennis shoes, slather on some sunscreen and get ready for unforgettable adventure.

Family Friendly: Charlotte is a city that knows how to play. Whether your kid's idea of fun is riding the rapids, rocketing around a racetrack, or standing so still butterflies land on their shoulders, Charlotte will bring out their smiles. The Discovery Place museums take "interactive" to a new level. At Discovery Place Science, kids can create music with light beams, build PVC pipe structure or take in a show in the The Charlotte Observer IMAX® Dome Theatre and Discovery 3D Theatre.

An innovative joint-venture between Children's Theatre of Charlotte and the Public Library of Charlotte and Mecklenburg County, ImaginOn features a full season of theater for kids and an award-winning children's library with free activities sprinkled throughout the whimsical building. While preschoolers play dress-up on a stage, teens create animation videos in their own studio.

Adult race fans appreciate the 40,000 square feet of exhibits celebrating the Piedmont's homegrown sport, but kids really love the interactive features at the NASCAR Hall of Fame.



Charlotte named as one of the **TOP DIGITAL CITIES in 2021** by The Center for Digital Government

Eating and Drinking: Charlotte dinners pair ambiance with exceptional flavor. Welcoming and cozy, Mama Ricotta's has served New Haven-style pizza and authentic Italian cuisine since 1992. And at Kindred Restaurant in Davidson, a James Beard-nominated chef serves incomparable homemade pastas in a restored 1920s structure. Try Fahrenheit for a meal with a sky-high view, or experience the city's culinary innovation at 5Church, seated at the corner of 5th and Church streets. Mimosa Grill, Aria, Halcyon Flavors from the Earth, Rooster's Wood-Fired Kitchen and more are within walking distance in Uptown.

Source: charlottestotal.com





The Position

The Chief Operating Officer (COO) is responsible for all aspects of airport operations at Charlotte Douglas International Airport (CLT). The COO provides strategic leadership, vision and staff support in accomplishing the effectiveness of airside operations, landside operations, terminal operations, airport security, gate management, emergency management, and the airport operations center. The COO also may be assigned as a delegate for the Chief Executive Officer (CEO) in his or her absence. The COO is a member of the Airport's executive staff and directs and manages all aspects of CLT's vision and mission as related to operations, including the development and implementation of goals, objectives, policies and priorities for assigned areas. He or she works in concert with the CEO and other members of the Airport leadership team to develop and implement strategies to increase capacity and improve Airport efficiency and effectiveness. The COO establishes and maintains effective relationships with Airport stakeholders including City departments (Fire and Police), Airport tenants, the City Council, and state and federal regulatory agencies. The COO reviews and approves all Airport operations actions to meet Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulations and compliance matters. Additionally, the COO participates in preparing the Airport's emergency response plan and in subsequent emergency exercises.

For a complete job description, [click here](#).

