



The Sacramento County Department of Airports invites applications for
Customer Service Officer

Sacramento International Airport (SMF), Mather Airport (MHR),
Executive Airport (SAC), Franklin Field (F72)
Sacramento, CA

EXECUTIVE SEARCH SERVICES PROVIDED BY ADK CONSULTING & EXECUTIVE SEARCH



Department of Airports

The Sacramento County Department of Airports (SCDA) is responsible for planning, developing, operating and maintaining the County's four airports. SCDA's operating budget for the fiscal year through June 30, 2023 (FY 2023) is \$221.18 million, including \$43.8 million in debt service, net of Federal COVID-19 Relief funding. The FY 2023 5-Year Capital Improvement Program (CIP) totals \$323 million.

Sacramento International Airport (SMF) - This airport opened in 1967, occupies approximately 6,000 acres of land, and is the only commercial service airport in the County. The medium-hub airport served 13.2 million total passengers in 2019. Passenger traffic recovery post-pandemic has been strong however, and FY22 traffic recovered to nearly 90% of the all-time high traffic in FY19. The Department expects FY23 traffic to exceed the all-time high. SMF is currently served by AeroMexico, Air Canada, Alaska/Horizon, American, Delta, Frontier, Hawaiian, JetBlue, Southwest, Spirit, United and Volaris airlines, with a total of 103 daily departures to 35 nonstop destinations. The airport is located 10 miles north of downtown Sacramento in unincorporated Sacramento County. Prior to the COVID-19 pandemic, SMF experienced seven consecutive years of passenger growth that had escalated to double digits the last few years that put SMF in a unique position to rethink land use and facilities for the entire airport beyond the current capacity. The Airport is currently in the planning stages for a roughly \$1B program. This will impact areas such as requirements for gates, aircraft and auto parking, facilities for transportation network companies (TNCs) and rental cars, cargo facilities, and roadway capacity.

Mather Airport (MHR) - This 100-year-old airport was inherited from the Air Force in the 1990s; it serves air cargo, corporate aviation and general aviation and hosts the annual California Capital Airshow each fall. The airport also serves UPS and DHL, and is in the early planning stages for additional air cargo facilities and infrastructure. The 2,253-acre airport is a major asset, with significant developable acreage and one of the longest runways in California at 11,000 feet. Modern Aviation provides FBO services and facilities at the airport, and operates the fuel tanks on behalf of SCDA. Mather is located about 12 miles east of the City of Sacramento in unincorporated Sacramento County.



The Airports (*continued*)

Executive Airport (SAC) - This busy general aviation airport occupies 520 acres within the limits of the City of Sacramento, about 3 miles south of downtown. Unlike the other three airports that are owned and operated by the SCDA, Executive Airport is owned by the City of Sacramento and leased to the County under a 25-year evergreen lease. Modern Aviation provides FBO services and facilities at the airport, and operates the fuel tanks on behalf of SCDA. Given the current operating and capital costs of this airport (expected to total \$24.2 million in the next few years), there is a need to create a more financially sustainable operating model.

Franklin Field (F72) - This airport is located 20 miles south of Sacramento in unincorporated Sacramento County. The 496-acre uncontrolled general aviation facility is used primarily for training operations and crop dusting. There is limited development opportunity due to having an elevation below the 100-year flood plain, which means it routinely floods.





The Community

Sacramento County covers 984 square miles and is home to the California state capital, 1.6 million residents and seven incorporated cities: Citrus Heights, Elk Grove, Folsom, Galt, Isleton, Rancho Cordova, and Sacramento. The population of Sacramento County's unincorporated area is approximately 600,000.

Residents in Sacramento County have a variety of recreational, dining and entertainment options to choose from. The County is home to more than 15,000 acres of park, plus the 23-mile American River Parkway, where more than five million visitors enjoy the unique wildlife and recreation area annually. Fishing, boating, and rafting opportunities are available to water enthusiasts, and picnic sites, golfing, guided natural and historic tours are steps away from the multiuse trail. With its close vicinity to local agriculture, County residents also have an extraordinary selection of local food, wines, and beers.

Sacramento County is one of the most affordable home-buying metropolitan areas in the state, and has a skilled workforce, high graduation rates and college-educated residents. The County is a leader in the 21st century economy with growing advanced manufacturing, agriculture and food, clean energy technology, information and communications technology and life sciences.

County Government

The County of Sacramento was incorporated in 1850 in response to the needs of a growing population and was one of the original 27 counties of California. In 1933, the Sacramento County Charter was established, along with the County Executive position.

The County is governed by five members of the Sacramento County Board of Supervisors, elected on a non-partisan basis to serve staggered four-year terms, each representing one of the five districts. The County Executive is responsible to the Board for planning, organizing, and directing County activities. Other elected officials include the Assessor, District Attorney, and the Sheriff.

In 1972, an amendment to the County Charter was implemented to organize the County on an agency basis for more effective administration of functions for which the County Executive is responsible to the Board of Supervisors. Approved by the electorate, the amendment established agency heads to groups of County Departments. The four agencies within the County, which report to the County Executive, are Administrative Services, Municipal Services, Public Works and Infrastructure, and Social Services. Sacramento County has more than 30 departments and offices that provide services to County residents.

The County is responsible, pursuant to the County Charter or ordinances, or by state or federal mandate, to provide health and welfare, criminal justice, and municipal services (including law enforcement), as well as other services to County residents. Major services include the Airport System, Animal Care and Regulation, Clerk Recorder, Criminal Justice, Health and Welfare, Property Tax System, Regional Parks, Transportation, Waste Management and Recycling, Voter Registration and Water Resources.

The County's Approved Fiscal Year 2022-23 Budget is over \$7.3 billion, and there are more than 13,300 full-time employees.





The Position

The Customer Service Officer is a management-level position responsible for planning, coordinating and implementing all customer service activities for the Airport. The Officer creates and implements programs and procedures designed to improve customer satisfaction. The Customer Service Officer exercises a great deal of independent judgment in creating, planning, coordinating and managing programs to enhance customer relationships. Work may be accomplished by planning, directing, coordinating and evaluating the work of subordinate professional, technical, operation or administrative staff. The Officer participates in the development of goals and priorities, including identifying resources needed to achieve goals and objectives and obtaining approvals needed to implement improvements. The Customer Service Officer is also responsible for developing customer outreach programs and represents the organization at meetings and with professional organizations. Work includes preparing reports on operations and activities and recommending changes and modifications of existing programs. The Officer develops the unit's annual budget, including forecasting monetary, staffing, equipment and other program requirements and monitoring expenditures throughout the fiscal year. The Customer Service Officer serves as liaison to other divisions, departments, outside agencies and the County Board

Minimum Qualifications

Possession of a Bachelor's Degree, or higher, from an accredited college or university. **AND**

Three years of full-time paid experience organizing, evaluating, and/or implementing one or more customer satisfaction or service programs designed to enhance customer service.

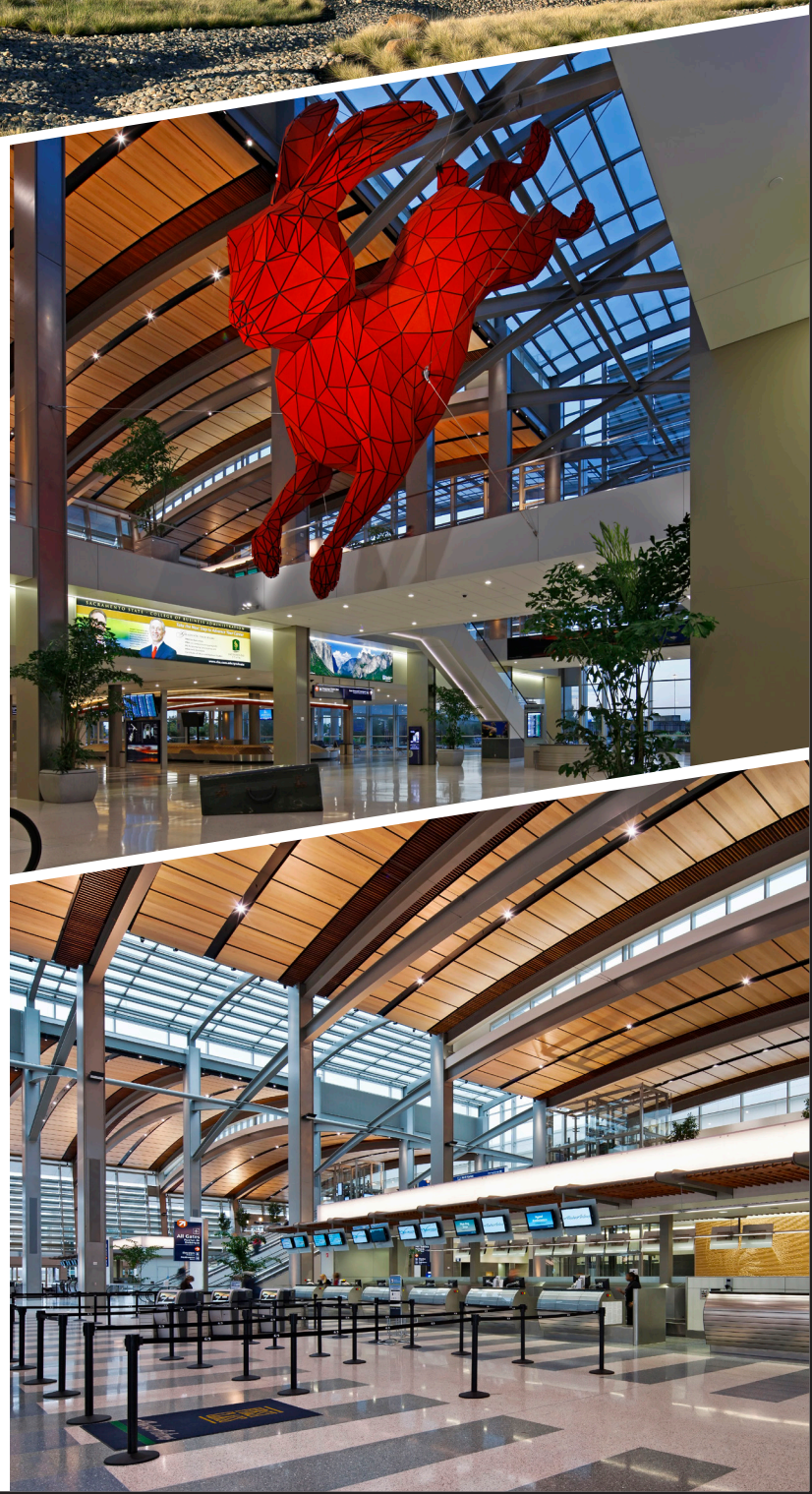
Note: Additional full-time paid experience organizing, evaluating, and/or implementing one or more customer satisfaction or service programs designed to enhance customer service may substitute for the required education on a year-for-year basis. (1 month of experience is equal to 2.5 semester (3.75 quarter) units.)



The Ideal Candidate

The Ideal Candidate for this position will have a 4-year degree from an accredited college or university and at least 3 years of experience in customer service, including organizing, and/or implementing multi-faceted customer service or satisfaction programs. The person selected for this position must have or be able to obtain a class C or higher California Drivers' License. An equivalent combination of experience and education may be considered. The Candidate must have a proven history of successfully selecting, planning, coordinating, assigning, reviewing, training, and evaluating staff. Additionally, the Candidate must have experience planning, managing, and completing complex work assignments, including experience working independently. The Officer must have experience developing and managing department budgets and understanding other financial documents.

For a link to the full job description, [click here](#).





Salary & Compensation

The salary range for this position is \$126,407 - \$139,374 annually plus an additional 3.35% management incentive which would be a total of \$130,641 - \$144,043 and an attractive benefits package. The benefits package include:

Retirement – The County's defined-benefit pension plan is provided by the County Employees' Retirement Law of 1937 and is managed by the Sacramento County Employees' Retirement System (SCERS) Board of Retirement.

Medical Insurance – Choice of HMO and High Deductible Health Plans (HDHP), to include Kaiser, Sutter, and Western Health Advantage.

Deferred Compensation – A deferred compensation program is available through the County 457(b) Deferred Compensation Plan. The County will match contributions to the 457(b) Deferred Compensation Plan up to 3% of the monthly gross salary into a 401(a) plan as long as the contributions to the 457(b) are at least 1% of gross salary continuously throughout the year.

Life Insurance – \$50,000 in life insurance coverage for the employee and \$2,000 for all eligible dependents. Employees have the option to purchase up to \$1,000,000 in additional life insurance coverage.

Holidays – 14.5 paid holidays per year.

Vacation – Two to five weeks (based upon length of service) of paid vacation.

Sick Leave – 15 days per year.

Flexible Spending Accounts – Employees may set aside funds on a pre-tax basis to pay for eligible medical and/or dependent care expenses.

Other Benefits – The County contributes \$25.00 per pay period into a Retiree Health Savings Plan. After 10 years of County service, employees are eligible for 2.5% longevity pay.





How To Apply

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

To be considered, all candidates must fill out the Sacramento County employment application.

[Click here](#) to fill out the required application.

**Deadline for applications: December 9, 2022
at 8:00 p.m. EST**

The 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.

The Sacramento County Department of Airport is an equal opportunity employer.

