



The Memphis-Shelby County Airport Authority invites applications for
Vice President Operations/Chief Operating Officer

Memphis International Airport (MEM)
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 \$156 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 second-busiest cargo airport in the world and the busiest cargo airport in North America. In addition, MEM's 10 commercial airlines served more than 4.3 million passengers in 2022.

2022 was a landmark year for MEM that featured two significant construction projects. Our new \$245 million passenger concourse opened in February 2022 and November saw the opening of a \$309 consolidated deicing facility. Later in 2023, MEM will embark on a project to modernize the ticketing and baggage areas.

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

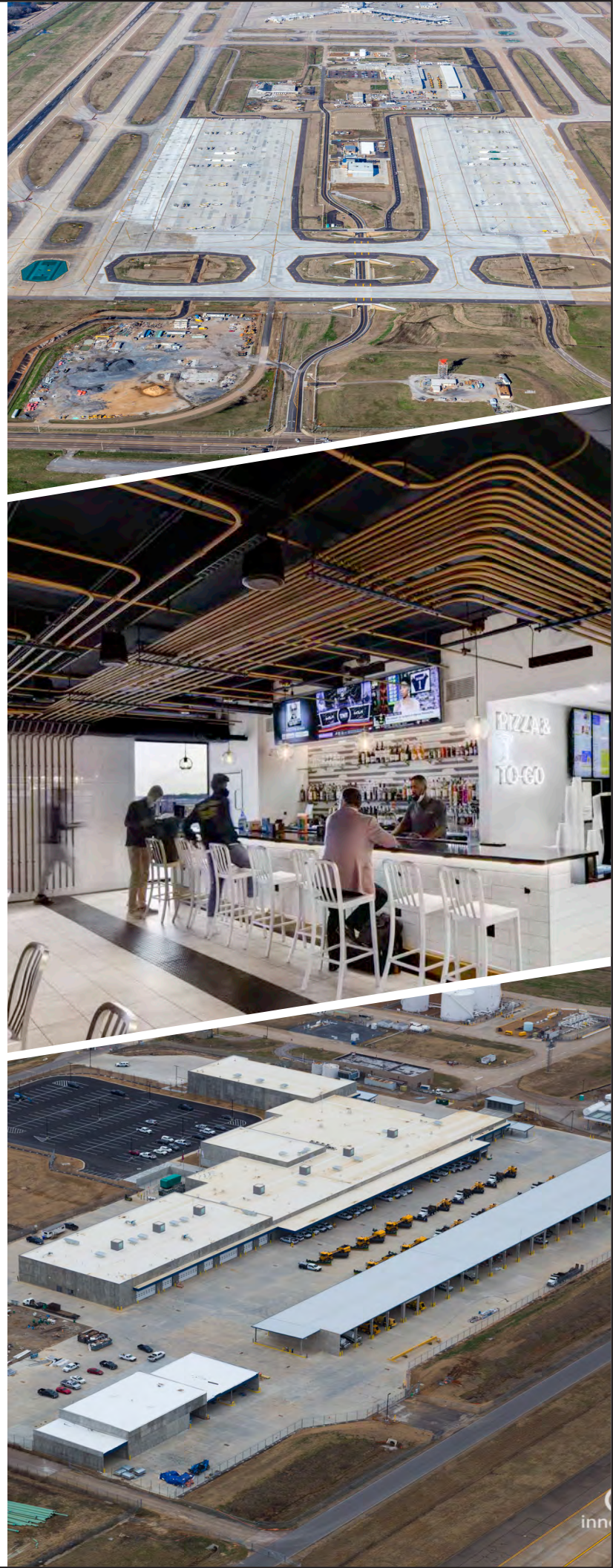
To deliver a positively MEMorable customer experience.

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.



MEMPHIS

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-lovers' hearts, 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 possible 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.





Memphis (continued)

Memphis has drawn many accolades for its attractiveness as both a tourist destination and a place to live and work. Memphis is one of only two destinations from the U.S. highlighted in Condé Nast Traveler's "23 Best Places to Go in 2023." Also in 2023, Glassdoor named Memphis as one its "Best Cities for Jobs." In 2021, Memphis was named to Time magazine's annual list of its "World's Greatest Places."

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 Places to Visit.

Our cost of living is 14 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](#).



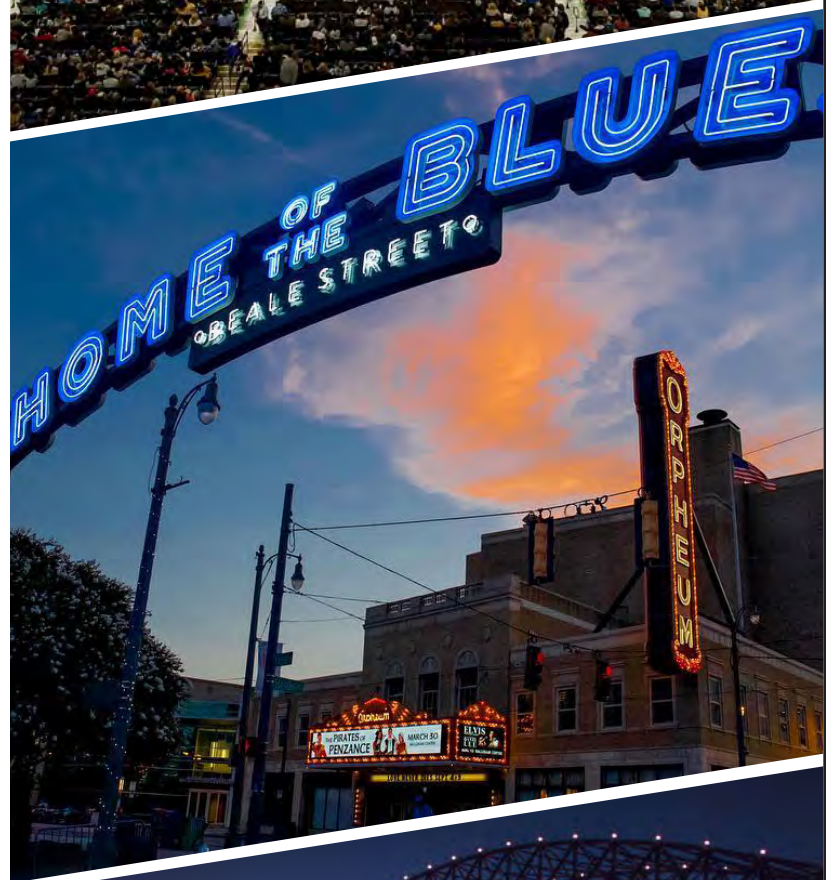
The Position

Working in concert with Authority leadership, the Vice President of Operations/COO advances the goals and objectives of the Airport by maintaining the efficiency and effectiveness of the Operations, Maintenance, Development, Public Safety, and General Aviation functions of the Airport. The COO recommends and implements policies and procedures that support the Airport's mission and goals and ensures that staff has clear, appropriate, and attainable performance objectives that are in alignment with the organization's overarching goals. They serve as a member of the Capital Program Executive Staff and work collaboratively with the President/CEO, Vice President of Finance and Administration/CFO, as well as the Authority's General Counsel in preparing and updating budgets, the annual business plan, and long-range goals and objectives. They ensure strategic and tactical objectives, key initiatives, and plans are developed and implemented. Performs the duties of the President/CEO when the President /CEO is not available as assigned and represents the Authority and Airport at external meetings, events and conferences.

Preferred Qualifications and Experience

- Bachelor's Degree in Business Administration or Management, Airport Management, Engineering or a related area of study.
- 10 or more years of experience in airport management.
- Professional certification from an airport industry association is preferred.
- Knowledge and experience in agenda and budget preparation, contracts, developing policies, business and strategic plan development.
- Knowledge of FAA regulations.
- Ability to inspire, lead and manage a diverse staff of professionals.
- Ability to pass a TSA required criminal history and background check in order to obtain and maintain required security clearance.

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





Salary and Benefits

The starting salary for this position is \$241,764. MEM offers an attractive benefits package, including relocation assistance. An exceptional candidate has the opportunity to start above the starting salary. There is no residency requirement. For additional details on the benefits, [click here](#).

How To Apply

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

Deadline for applications: June 30, 2023

The contacts for this search are:

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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 Memphis-Shelby County Airport Authority is an equal opportunity employer.

