

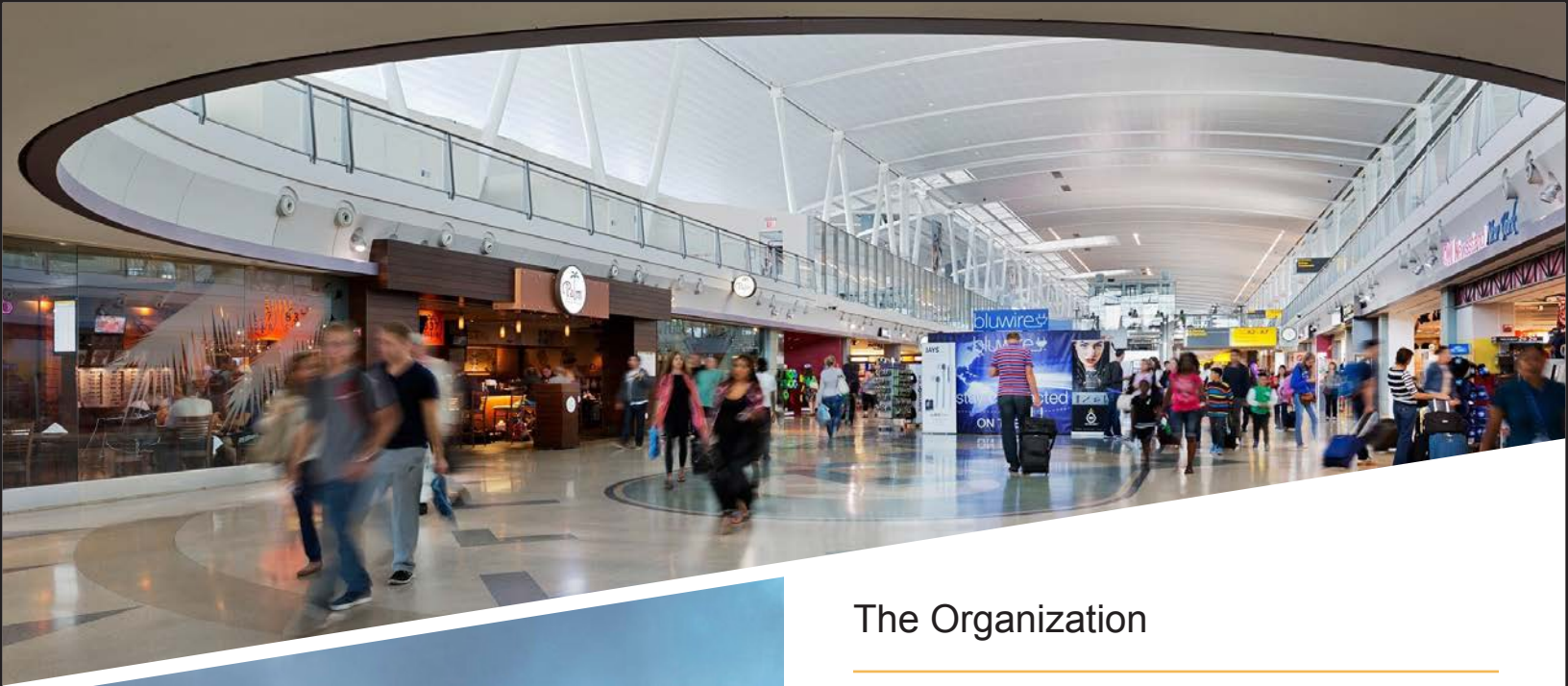


# | JFKIAT |

JFK International Air Terminal LLC (JFKIAT),  
the operator of Terminal 4 at JFK International Airport  
invites applications for

Senior Manager, Commercial

Jamaica, New York



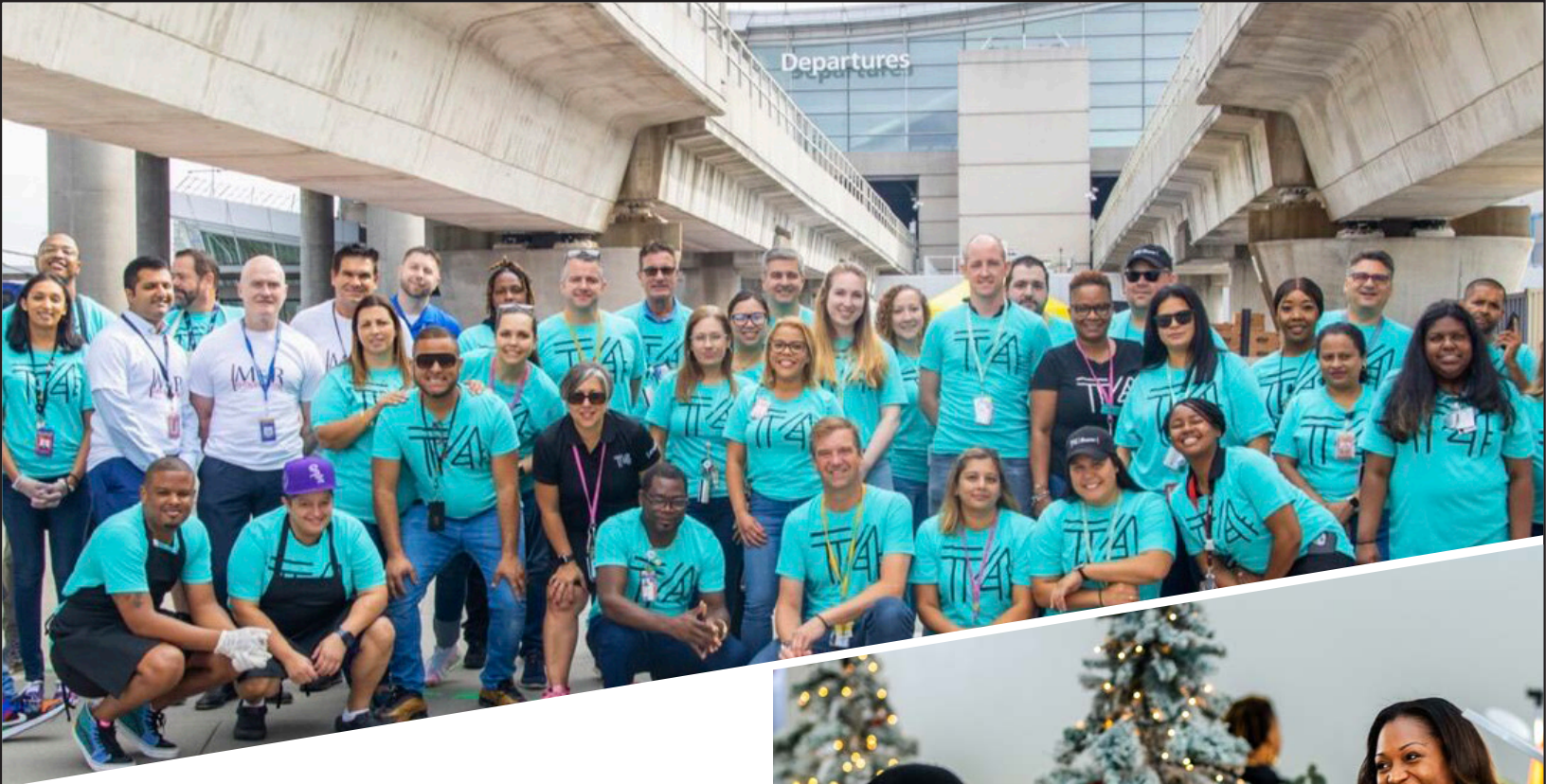
## The Organization

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JFK International Air Terminal, LLC (JFKIAT) is the operator of Terminal 4 at John F. Kennedy International Airport, one of the most active air terminals in the New York City metropolitan area, serving 22 international and domestic airlines with an annual passenger volume of more than 26 million travelers in 2023. In 2017 Terminal 4 became the first existing airport terminal in the U.S. to receive LEED Gold certification by the United States Green Building Council (USGBC) for operations and maintenance, and in 2022 it became the first air terminal in the U.S. to receive Platinum recognition for pre-existing air terminals. The Terminal's expansive Retail Lounge offers an unparalleled experience for travelers with a wide range of food and beverage and retail options, from chic to upscale and from convenience stores to electronics, accessories, and gifts. Terminal 4 was the first air terminal in North America operated by a private management company. JFKIAT's managing member is Schiphol USA Inc., a U.S. affiliate of Royal Schiphol Group.

As part of JFK International Airport's transformation in line with the ambition to make John F. Kennedy Airport the world-class, 21st century gateway, Terminal 4 is undergoing a \$1.5 billion privately financed expansion and modernization. In 2021, the Port Authority of New York & New Jersey Board of Commissioners entered into a revised lease agreement with JFKIAT and Delta for the expansion and renovation of the Terminal 4 arrivals and departure hall, a major concourse expansion to add 10 new gates, the renovation of existing concourses, and roadway upgrades to improve access for vehicles which will increase T4's capacity and welcome Delta Air Lines' consolidation within the terminal. The expansion and upgrade of Terminal 4 is expected to result in over 1,500 total jobs, including over 1,000 construction jobs. In addition to an expansion of T4's physical space, this project represents an expansion of JFKIAT's ongoing mission to elevate the customer experience.





## The Organization *(continued)*

The Purpose of JFKIAT: Our world class air-terminal connects NYC to the world.

The Mission of JFKIAT: We proudly facilitate a safe and seamless passenger journey, inspire our employees, and strengthen our communities, through innovation, excellence and sustainable operations. Values: Create an Impact: Be Accountable: Work as a Team Strategic Pillars: Safety First, Distinctive CX, Sustainable Performance and Proud Community

JFKIAT has always maintained a strong company culture to create a true sense of community among the thousands of people who work within T4 every day; and we continue to take steps to elevate our employee appreciation efforts to thank them for the exceptional work they do. For the fourth consecutive year, JFKIAT was named to the Crain's New York Business' Top 100 Best Places to Work list: a testament to our company's commitment to creating an inclusive and welcoming community that fosters growth and collaboration among our team.

As a local Queens-based business, JFKIAT has always taken seriously our responsibility to give back to those around us, not only within our community at JFK Airport, but also within our borough and our city. We continue to work through our philanthropic program, 4GOOD, to partner with a wide range of community partners, stakeholders, and organizations that support residents and businesses in Southeast Queens. 4GOOD serves local institutions through philanthropic and sustainable actions.





## The Community

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New York City is the most vibrant, diverse and exciting place in the world. The New York metropolitan region is the No. 1 destination for U.S. tourism. It's no accident that the Big Apple and its neighboring communities consistently top "best-of" lists for places to visit. As a recent poll of air travelers for Hemispheres magazine noted, "No matter what you're into, you'll find it here."

You will experience: World-renowned museums, the world's premier theater district, incredible shopping, stellar beaches and boardwalks, botanical gardens, and so much more.

NYC provides an exciting nightlife, an unrivaled arts and culture scene, and a broad array of food and entertainment options found in and around New York City, including a host of professional sports teams and venues. But as anyone who lives and works here can tell you, there's more to the region than its most famous attractions. You can lose yourself in nature by skiing in winter in nearby upstate, hiking in spring, swimming in the summer and leaf admiring in autumn.

NYC offers an array of housing choices where you can make your home in the heart of the city where culinary delights and other excitement are just a few steps from your front door, or you can put down roots in any one of NYC's outer boroughs. JFK is in the borough of Queens which is an ethnically diverse urban area – consisting of a patchwork of unique neighborhoods with distinct identities. The area offers exceptional educational programs of all varieties to appeal to your individual interests.

The New York City metropolitan region offers possibilities that will satisfy every taste, a partner for every personality, a new thing to do or see every day, any day. It is home to more than 19 million people – equaling more than 5 percent of the U.S. population – and they will tell you how their home is equal parts inspiration and stimulation.



## The Position

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Join our team as the Senior Manager, Commercial and step into a pivotal role driving customer satisfaction and revenue growth at Terminal 4. You'll spearhead initiatives to exceed passenger expectations, enhancing our food & beverage offerings, advertising, and services. Collaborating closely with business partners, you'll identify and capitalize on opportunities, ensuring an unparalleled customer experience. Your leadership will be instrumental in crafting and executing business plans, negotiating contracts, and fostering partnerships to elevate our commercial success. This dynamic position demands a blend of business acumen, initiative, and operational excellence as you work alongside the Vice President, Customer Experience & Commercial. Seize this opportunity to make a lasting impact and lead the way in shaping exceptional journeys for our passengers.

The Senior Manager, Commercial will:

- Represent the organization's vision, initiatives, and interests with a focus on delivering superior customer service, innovative concepts, and a sense of place.
- Identify and execute a comprehensive strategy to ensure the optimal tenant mix is secured and performs successfully in Terminal 4.
- Lead the RFP and leasing process and protocols for food & beverage, advertising, and service contracts.
- Maintain accountability for revenue projections of the business category.
- Monitor contractual terms, anticipate, and identify the preferred approach to providing passenger amenities and services.
- Proactively engage with partners and stakeholders to identify operational and management complications or challenges and effectively resolve concerns.
- Develop, implement, and ensure compliance of commercial standards, procedures, systems, and guidelines for Terminal 4.
- Demonstrate skill in developing strategies, providing direction, and making decisions to optimize performance and satisfaction.

## Preferred Experience

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- Bachelor's degree from an accredited college or university in Business Administration or a related field. Master's degree is preferred.
- Seven (7) years of commercial/concessions management experience in an airport or real estate/mixed use retail environment, preferably in Food & Beverage, services development.
- A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

## Compensation and Benefits

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The starting salary range for this position is \$160,000 - \$170,000. The annual bonus is up to 25% based on the performance of the individual and organization. World class health benefits, including family and/or domestic partner, paid by JFKIAT at 100%. 401K matched by company at 50% with no limits. Employee is vested in three (3) years. Relocation benefits available.

## How To Apply

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

Deadline for complete applications: **April 28, 2024**

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](mailto:admin@adkexecutivesearch.com)

