



Indianapolis Airport Authority

The Indianapolis Airport Authority invites applications for
Director, Concessions and Airport Experience

Indianapolis International Airport – IND
Indianapolis, Indiana

EXECUTIVE SEARCH SERVICES PROVIDED BY ADK CONSULTING & EXECUTIVE SEARCH



The Indianapolis Airport Authority

The Indianapolis Airport Authority owns and operates Indiana's largest airport system in the Indianapolis metropolitan area. In addition to the Indianapolis International Airport (IND), its facilities include the Downtown Heliport, Eagle Creek Airpark, Hendricks County Airport-Gordon Graham Field, Indianapolis Regional Airport and Metropolitan Airport. IND generates a \$7.5 billion total annual economic impact to the state of Indiana – without relying on state or local taxes to fund operations. More than 11,000 people work at the airport each day, and nearly 54,000 jobs statewide have a connection to the airport. In 2022, IND served more than 8 million business and leisure travelers. IND is consistently ranked, year after year, as the best airport in North America and the nation, based on ease of use, passenger amenities, customer service, local retail offerings and public art. The airport is home of the world's second largest FedEx operation and the nation's eighth-largest cargo facility.

For more information, visit [IND.com](https://www.ind.com).



Indy Airport Named A 'Best Place to Work'

Indiana Chamber of Commerce recognizes IAA as a top work culture

The Indianapolis Airport Authority (IAA), owner and operator of the award-winning Indianapolis International Airport (IND), is among the prestigious list of employers in Indiana who Hoosiers hail as a Best Place to Work.

The Indiana Chamber of Commerce announced its annual list in early 2024, recognizing Indiana employers for the highest levels of employee satisfaction and engagement in the workplace. The Indiana Chamber considers workplace policies and practices, philosophy, systems and demographics, as well as conducts an employee survey to measure the employee experience.

"We like to say our employees are 'One of a KIND'," said Mario Rodriguez, executive director of the Indianapolis Airport Authority. "It's because of them that we have a high-performing culture, one that delivers world-class customer experiences and repeatedly earns us top recognition as the Best Airport in North America and with J.D. Power."





Indy Airport Named A 'Best Place to Work' *(continued)*

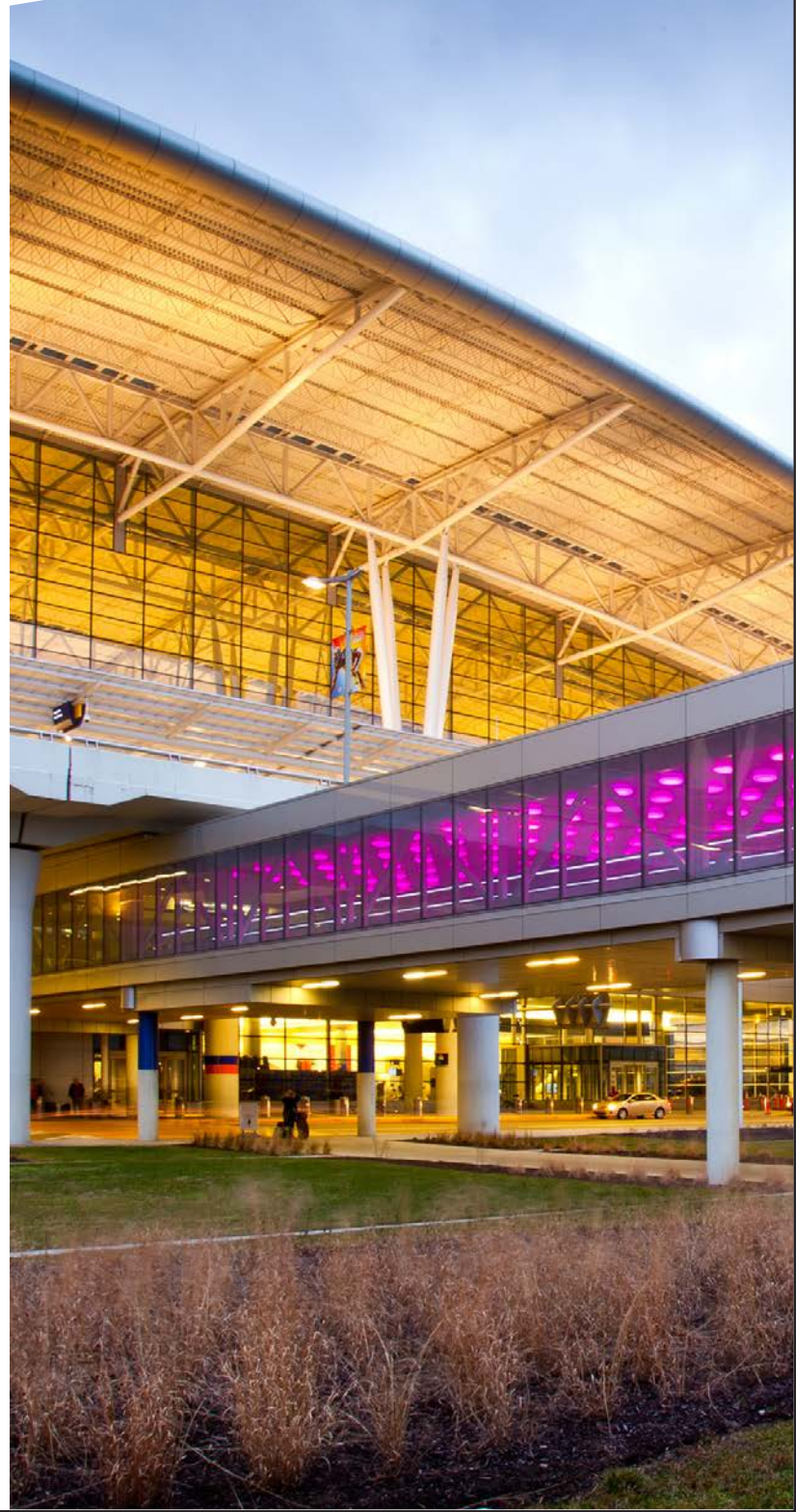
Indianapolis Airport Authority employee roles range from on-staff auto service technicians, building maintenance crew, public safety team, aviation management professionals, parking chauffeurs and terminal services groups.

“Our employees fall in love with the airport environment and feel great pride in the workplace,” said Rachel Stevens, IAA senior director of human resources. “It’s for this reason many of our employees have been with IAA for more than 20 years.”

The IAA offers a work environment that represents the community it serves, ensuring that qualified professionals from diverse backgrounds and life experiences are represented. Approximately 50 percent of IAA senior leadership is made up of women or racial minorities. Additionally, the IAA culture includes employees from across multiple generations.

Competitive compensation benefits include tuition assistance up to \$5,250 per year, childcare reimbursements up to \$10,000 per year per child, elder care reimbursement up to \$5,000 per year, 16 hours per year of paid time off dedicated for personal community service, retirement plan match up to 5 percent, free healthcare through Marathon health clinics, ample learning and development opportunities, and more.

As an example of the Indy airport’s focus on growing and strengthening its workforce, IAA provides public safety officers working in security positions with on-the-job training and additional certification – allowing them to move up in rank into the fire department, police department and other positions at the airport.





Our Community

Home to top universities, world-class cultural attractions, premier sporting events, and the friendliest of neighbors, the Circle City gives you plenty of choices for living the good life. Our city ranks as one of the nation's top three most livable downtowns and has a cost of living 6.5 percent below the national average. With the fifth-lowest homeownership costs for a large US metro area, it's possible to afford that historic home in the Herron-Morton Place neighborhood, a condo among the young professionals of Broad Ripple, or an artist's loft in Fountain Square.

Our greater than average job growth has matched pace with the development of our communities. There's no shortage of greenspace, gathering places, and boutique shopping in Marion County. Local farmers sell produce year-round at City Market, the 8.5-mile Cultural Trail connects parks throughout the city's districts, and dining options include James Beard-nominated restaurants. Indy families have the flexibility to choose the school that best fits their children's educational and extracurricular needs.

Indianapolis and Marion County have truly transformed over the past decade, and we've just scratched the surface of what the area offers. Visit <https://lifeinindy.com> to learn more about living in the Crossroads of America, including neighborhood, school, and entertainment guides, and to read stories from the people who call it home.



The Position

As the Director of Concessions and Airport Experience, you'll spearhead our mission to deliver exceptional airport experiences to all users. Collaborating closely with senior leadership, you'll craft and execute initiatives to elevate our concessions, rental car services, and advertising programs. Your role encompasses strategic planning, business development, staff supervision, and fostering key partnerships to maximize non-airline revenue opportunities. This is an exciting opportunity for a seasoned professional to shape the future of airport hospitality and revenue generation.

Responsibilities

- Partner with the Senior Director of Commercial Enterprise to set and achieve goals for concessions, rental cars, and advertising, driving both short- and long-term strategies.
- Oversee the Rental Car program in collaboration with the Concessions Operations Manager.
- Lead and mentor a dedicated team, fostering their growth and development while ensuring performance excellence.
- Drive business development efforts, from concept creation to lease negotiation, ensuring alignment with organizational objectives.
- Serve as the primary liaison between retail concessionaires and various airport departments, coordinating market activities and ensuring compliance with standards.
- Stay abreast of industry trends and emerging concepts, identifying opportunities for innovation and presenting compelling business cases for action.
- Manage leases and contracts with airport tenants, ensuring adherence to terms and conditions.
- Direct departmental revenue and capital project budgets, optimizing resource allocation for maximum impact.
- Engage with industry leaders through national committees and boards, representing our airport's interests and contributing to best practices.





Preferred Education and Experience:

- Bachelor's degree in business, finance, marketing, or related field.
- 10+ years of progressive experience in property or concession management, with a focus on revenue planning and strategy execution.
- Extensive background in customer service within public assembly facilities, including staff leadership and policy implementation.
- Strong interpersonal skills and a proven track record of building and leading high-performing teams.
- Seven to ten (7-10) years of progressive direct report supervisory experience.
- Demonstrated ability to evaluate and prioritize business opportunities for maximum profitability.
- Proven success in closing complex retail transactions, preferably in an aviation environment.
- Exceptional problem-solving skills and the capacity to manage multiple projects concurrently.

This role offers an unparalleled opportunity to shape the future of airport hospitality and revenue generation, making a lasting impact on the traveler experience. If you're a strategic thinker with a passion for delivering excellence, we invite you to join our team and help redefine the airport experience.

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

Salary and Benefits

The starting salary range for this position is \$113,000 – \$130,000. IAA offers an attractive benefits package and will assist with up to \$10,000 in relocation costs.



**A DECADE+ OF
EXCELLENCE**
BEST AIRPORT IN NORTH AMERICA



How To Apply

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

Deadline for applications: Open Until Filled

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 Indianapolis Airport Authority is an equal-opportunity employer. We support diversity and are committed to creating an inclusive environment for employees.

