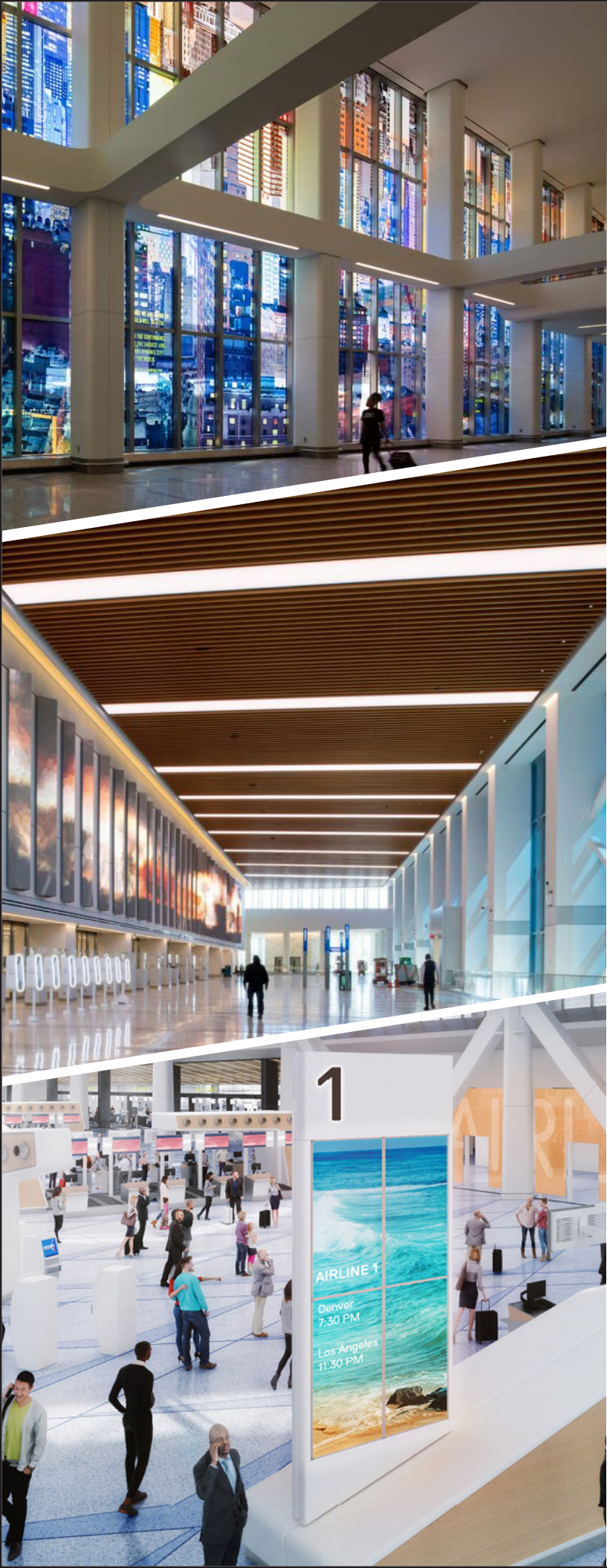




The Port Authority of New York/New Jersey (PANYNJ)
invites applications for
**Deputy Director, Operations, Customer Experience,
and Compliance**

John F. Kennedy International Airport (JFK)
Newark Liberty International Airport (EWR)
LaGuardia International Airport (LGA)
New York Stewart International Airport (SWF)
Teterboro Airport (TEB)

EXECUTIVE SEARCH SERVICES PROVIDED BY ADK CONSULTING & EXECUTIVE SEARCH



About the Port Authority

The Port Authority of New York and New Jersey became the nation's first bi-state agency when it was founded in 1921. It builds, operates, and maintains many of the most important transportation and trade infrastructure assets in the country. The agency's network of aviation, ground, rail, and seaport facilities is among the busiest in the country, supports more than 550,000 regional jobs, and generates more than \$23 billion in annual wages and \$80 billion in annual economic activity.

Among the Port Authority's assets is the busiest airport system in the Americas. It comprises four commercial airports – John F. Kennedy International, Newark Liberty International, LaGuardia and New York Stewart International – and Teterboro Airport, the busiest general aviation facility in the United States. In 2024, the commercial airports combined to serve an all-time high of 145.9 million passengers. A record \$30 billion-plus redevelopment program is transforming JFK, Newark and LaGuardia, delivering multiple new passenger terminals, roadway systems, parking and rental car facilities and related infrastructure.

JFK International Airport ranked as the 6th busiest airport in the country and 13th busiest airport in the world, serving more than 63.3 million passengers in 2024. It is one of the world's leading international air cargo centers, ranking 8th domestically and 21st internationally for air cargo, with nearly 1.6 million tons of cargo in 2024. The airport's \$19 billion redevelopment will soon deliver New Terminal One, a 2.4-million-square-foot terminal, and New Terminal 6, a 1.2-million-square-foot facility. Terminals 4 and 8 have also seen significant upgrades and expansions.

Newark Liberty International Airport ranked as the 14th busiest airport in the country and 31st busiest airport in the world, serving nearly 49 million passengers. It is also the New York City metropolitan region's premier small-package hub, ranking 12th domestically and 41st internationally for air cargo with more than 680,000 tons of cargo in 2024. The airport will celebrate a century of service later this decade and its history is magnificently showcased in its administrative offices located in the historic Building One—the airport's original passenger terminal dedicated by Amelia Earhart in 1935 and featuring a grand Art Deco lobby and what is believed to be the nation's first air traffic control tower on its roof.

About the Port Authority (*continued*)

Newark Liberty International Airport opened the spectacular new Terminal A in phases beginning in 2022. The \$2.7 billion redevelopment program features four main elements:

- A new one-million-square-foot, 33-gate terminal building
- Redesigned roadways with eight new bridges
- A 2,700-space parking facility with consolidated rental car locations; and
- 140 acres of airfield paving

In 2024, LaGuardia Airport ranked as the 20th busiest airport in the country and 69th globally, serving 33.5 million passengers. By one definition, LaGuardia Airport has been known as the most efficient airport on the planet: No airport handles as many passengers per acre per year as LaGuardia. Today, the airport that was a hub for seaplanes in the first half of the last century has been completely transformed by an \$8 billion public-private redevelopment program that was substantially completed in 2022. Two new terminals – the multi-use Terminal B and Delta Air Lines' Terminal C – have put New York City's best face forward, showcasing a host of amenities and features that have created a world-class customer experience, and recasting the airport's once-notorious reputation from a subpar facility to a marvel for air travelers. Among its many accolades and honors, LGA has been named best airport by UNESCO, Airports Council International and Forbes, and both new terminals have been drawing raves from current customers and former critics alike.

Additional improvements are on the horizon as the agency's new record \$45 billion 2026-2035 Capital Plan charts the next decade of investment in our region's transportation network. The plan funds major projects already underway, including the ongoing transformation of JFK, plus initiatives such as a new Terminal B at EWR, more reliable mass transit at LGA and a world-class rebuild of the non-landmarked gate areas of LGA's Terminal A - the Marine Air Terminal.

The Port Authority also owns and manages the world's busiest bridge (the iconic George Washington Bridge spanning the Hudson River), the world's busiest bus terminal in Midtown Manhattan (whose replacement is a major component of the new Capital Plan), and the 16-acre World Trade Center site, where the 1,776-foot-tall One World Trade Center is the tallest skyscraper in the Western Hemisphere.

For more information, please visit www.panynj.gov.





The Community

You don't need us to tell you why the New York City metropolitan region is the most vibrant, diverse and exciting place in the world, but we'll take a shot at it anyway.

The Port Authority of New York & New Jersey's Port District captures an area that measures about 1,500 square miles framed as a rough 25-mile radius around the Statue of Liberty. The Port District includes the five boroughs of New York City and Yonkers in New York state; the cities of Newark, Jersey City, Bayonne, Hoboken, and Elizabeth in New Jersey; and more than 200 other municipalities, including all or part of 17 counties, in the two states.

Also within this zone? The No. 1 destination for U.S. tourism, which is why our airports make up the busiest airport system in the Americas.

It's no accident that the Big Apple and its neighboring environs consistently top "best-of" lists for places to visit. No matter what you're into, you'll find it here:

World-renowned museums.

The world's premier theater district.

Outstanding restaurants, world-class shopping, stellar beaches and boardwalks.

And so much more: The Metropolitan Museum of Art and the Metropolitan Opera House. MOMA and the Guggenheim. Four-star food trucks and Michelin-starred restaurants. Fifth Avenue. Broadway. Rockefeller Plaza. And on and on and on, including our headquarters at the spectacular World Trade Center Plaza in Lower Manhattan, which features the soaring wings of the Oculus and the tallest building in the Western Hemisphere.

The Community (*continued*)

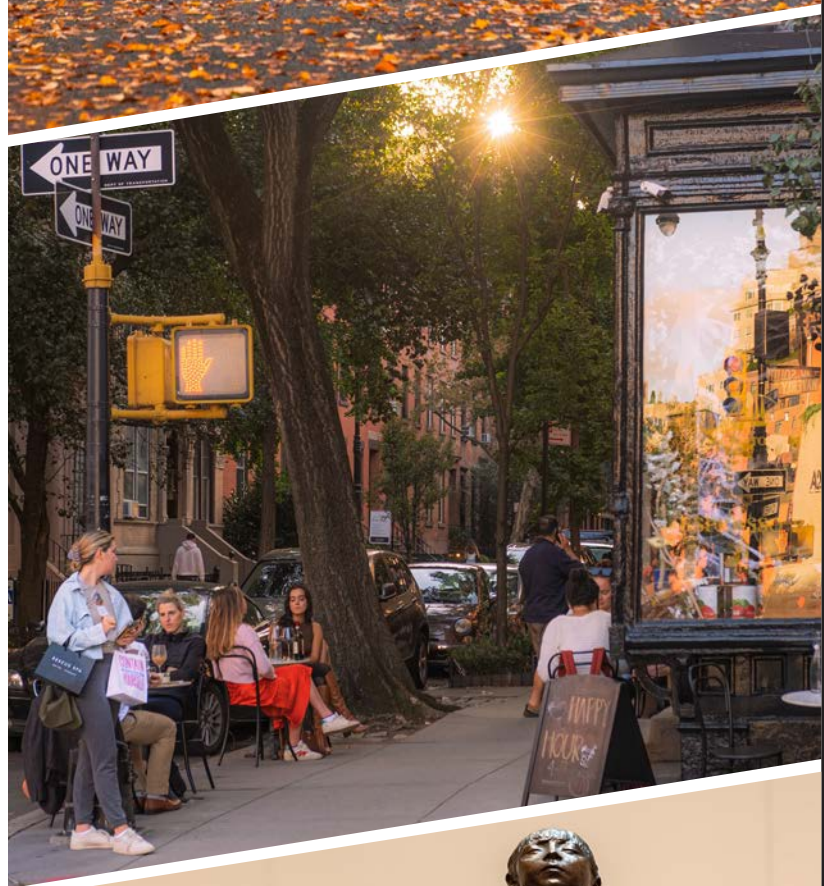
Of course there's plenty of exciting nightlife, an unrivaled arts and culture scene, and a broad array of food and entertainment options found in and around New York City, including a host of professional sports teams and venues. But as anyone who lives and works here can tell you, there's so much more to the region than its most famous attractions.

Several idyllic botanical gardens are a remarkably short drive or train stop from the hustle and bustle of midtown Manhattan, so you can get away and literally smell the roses any time you want. And while it is true, as Alicia Keys sang, that New York is a "concrete jungle where dreams are made of," you can also eschew all that and lose yourself in nature by skiing in winter, hiking in spring, swimming in summer and leaf peeping in autumn—all within minutes of your job or home.

Speaking of home: The region offers an array of housing choices found nowhere else in the country. 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. You can settle down along the pulsating edges, in New Jersey cities lining the Hudson River or one of NYC's outer boroughs—places close to the action but with a heartbeat of their own. You can put down roots in bucolic suburbs where backyard barbecues are part of the routine and excellent schools provide a stable environment for the little ones. Or you can go full-on rural, living in peaceful and quiet exurbs where horse farms dot the landscape and you can still enjoy a reasonable commute to work.

No matter where you go within the Port District, you will find something to satisfy every taste, a partner for every personality, a new thing to do or see every day, any day. The New York City metropolitan region is home to more than 20 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. It's a challenge on some days to be sure, but never without its thrills.

Working and living here is the epitome of the American Dream because (to paraphrase one more well-known singer and one more well-known song) if you can make it here, you can make it anywhere.





Position Overview

Reporting to the Director of Aviation, the Deputy Director, Operations, Customer Experience, and Compliance plays a critical leadership role in shaping how a large, complex multi-airport system operates and serves its customers. This executive position is responsible for advancing modern governance frameworks, ensuring regulatory obligations are met, operational standards are consistently applied, and customer experience outcomes reflect global best practices. Based at 4 World Trade Center, the role operates at the intersection of safety, compliance, innovation, and service delivery across the region's airports.

About the Role

The Deputy Director provides enterprise-wide leadership for aviation operations, customer experience, and operational standards and compliance. With direct oversight of Aviation Operations, Aviation Customer Experience, and Operational Standards and Compliance, this role ensures that policies, programs, and performance metrics align with the organization's mission, strategic priorities, and regulatory commitments. The Deputy Director leads three senior leaders and their teams, and works closely with airport General Managers, terminal operators, federal partners, and the Aviation Director's Office to ensure consistency, accountability, and measurable results across all facilities.



Key Responsibilities

- Provide executive oversight of aviation operations, safety management systems, ARFF, emergency operations, airspace efficiency, and wildlife management
- Set and enforce operational standards, rules, and regulations to ensure safe, compliant, and efficient airport operations
- Lead systemwide customer experience strategy, using data, benchmarks, and KPIs such as ASQ, CSAT, and J.D. Power
- Establish performance management systems and operating cadences to track, measure, and improve outcomes
- Direct the integration of Advanced Air Mobility (AAM) in alignment with FAA requirements and future demand
- Serve as senior liaison with the FAA, terminal operators, tenants, ground service providers, and other stakeholders
- Ensure consistent application of operational standards across terminals and airports
- Provide input on operational requirements during terminal lease development and redevelopment projects

Leadership Qualities and Style

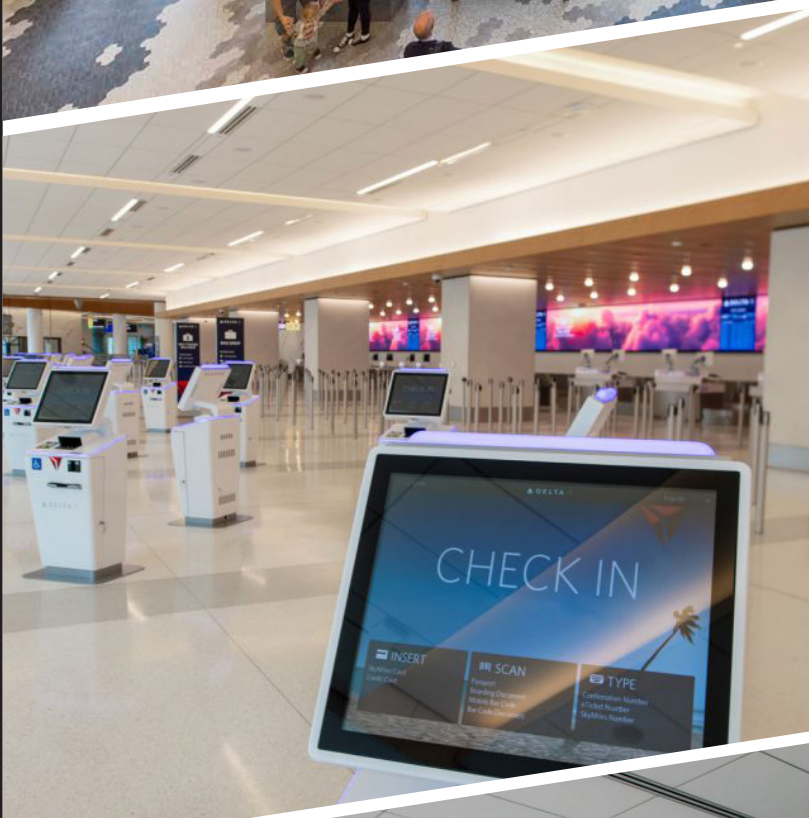
This leader is collaborative, disciplined, and outcomes-focused, with the ability to operate strategically while remaining attentive to operational detail. Success in this role requires sound judgment, credibility with regulators and industry partners, and the ability to build alignment across diverse internal and external stakeholders. The Deputy Director leads through clarity, accountability, and respect, fostering shared ownership of safety, service, and performance goals.

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

Preferred Qualifications

A bachelor's degree is required, with advanced education in aviation, business, or public administration preferred. Candidates will bring at least 15 years of progressively responsible aviation experience, including significant people leadership responsibility. Deep knowledge of regulatory compliance, airport certification and safety standards, and both public- and private-sector aviation environments is essential. Professional certifications, licensure, and active industry engagement are highly regarded.





Salary and Benefits

This position offers a salary in the \$215-\$275,000 range. A starting salary at or near the top of the range is possible for the exceptional candidate.

How To Apply

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

Deadline for applications: February 22, 2026

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 Port Authority of New York/New Jersey (PANYNJ) is an equal-opportunity employer. We support diversity and are committed to creating an inclusive environment for employees.

