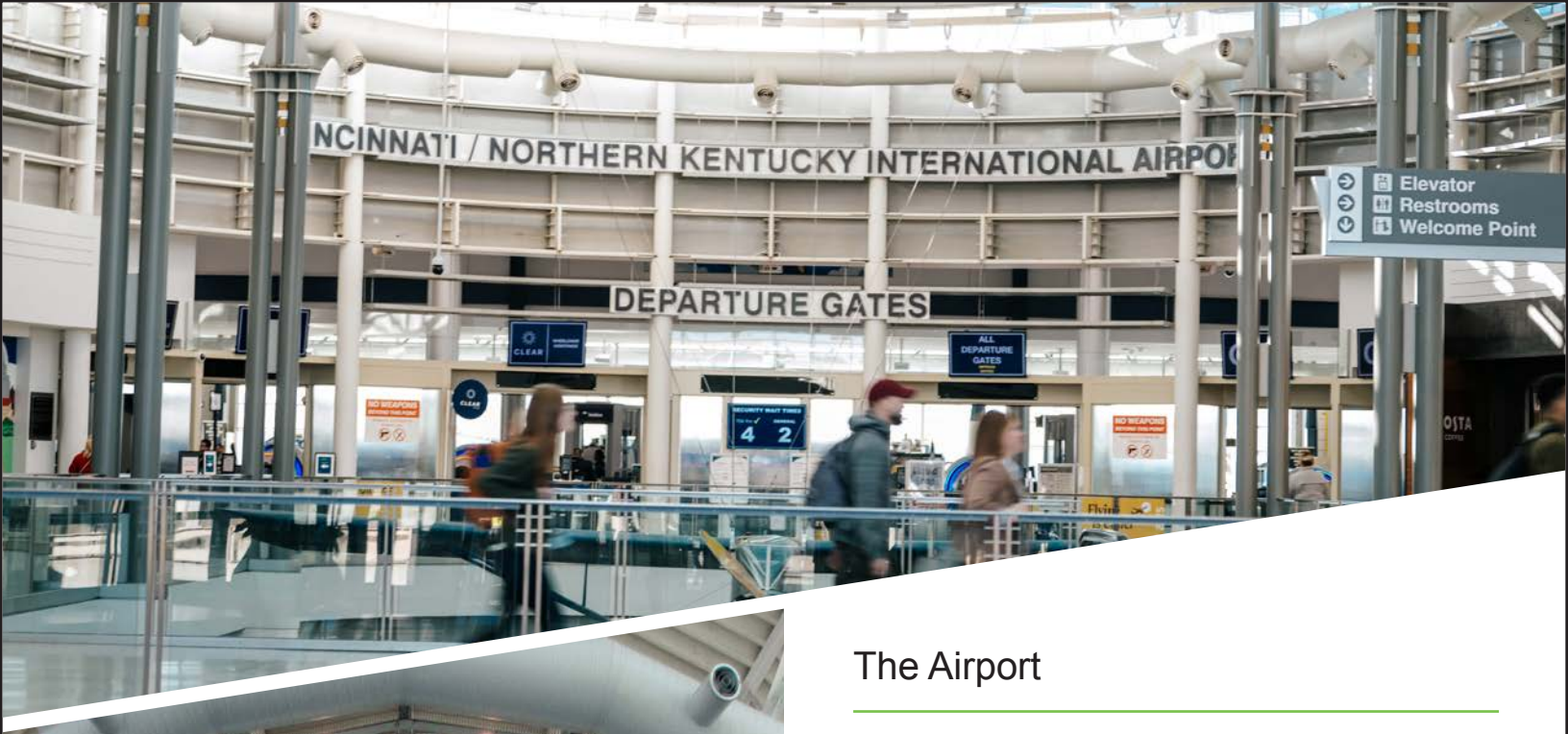
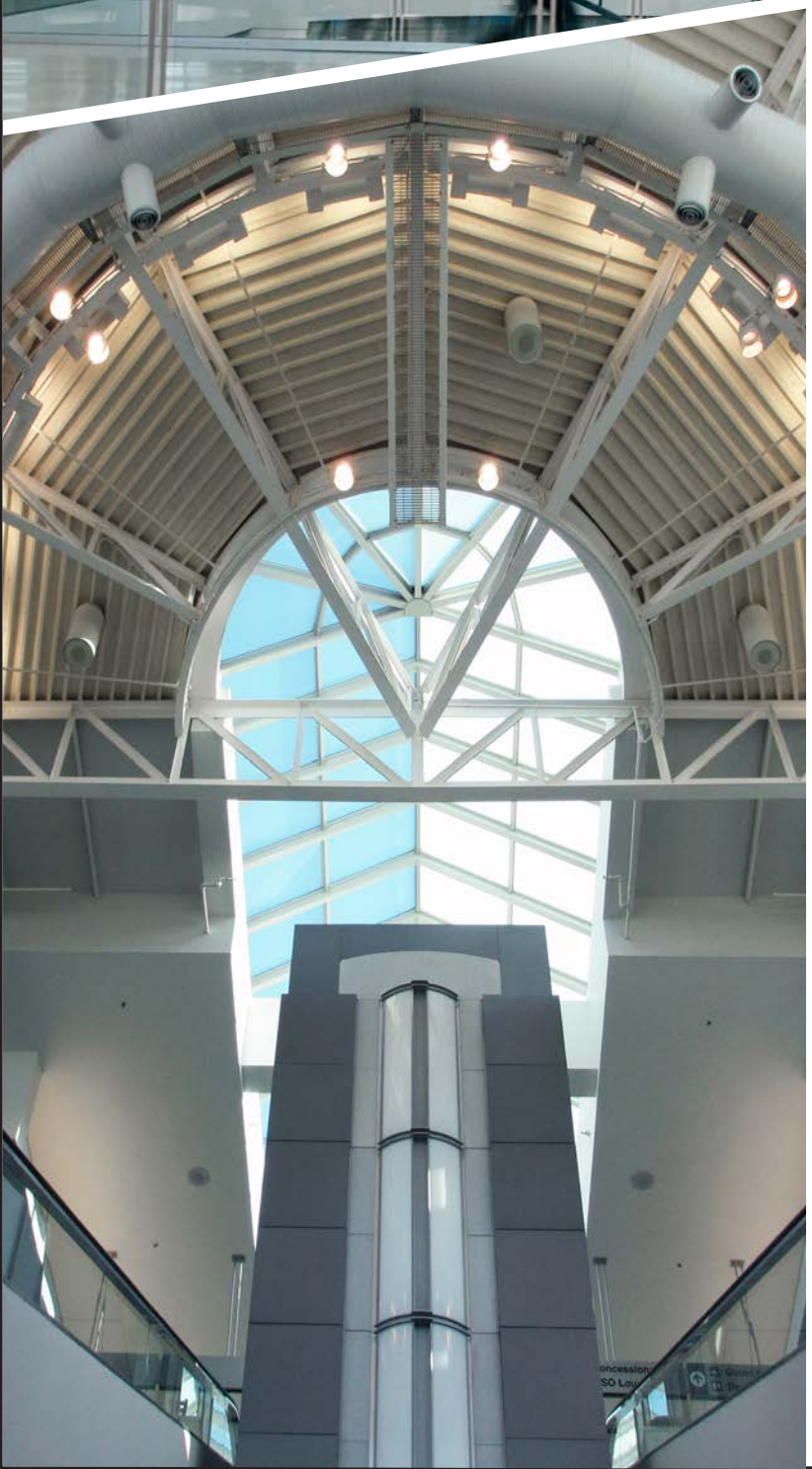
The CVG Airport invites applications for

Director of Concessions

Cincinnati/Northern Kentucky International Airport (CVG)
Hebron, KY

Executive Search Services Provided By ADK Consulting & Executive Search





The Airport

CVG is one of the largest passenger airports serving the Ohio, Kentucky and Indiana region and ranks as the seventh-largest cargo airport in North America. In 2026, CVG was named the Best Regional Airport in North America by London-based Skytrax at the World Airport Awards. This achievement is driven by a dedicated team committed to making CVG the airport of choice for employees, travelers, and business partners alike. In all that we do, we foster a culture of teamwork, innovation, and continuous improvement.

The Kenton County Airport Board sets the policies under which the airport operates to ensure that CVG is well-positioned for the future and remains an economic catalyst for the entire Cincinnati/Northern Kentucky region. The CVG Airport team is responsible for implementing the Board's policies, operating the airport's day-to-day business, and ensuring an environment that values the individuality of the more than 500 people who work at the airport.

Over the past several years, CVG has experienced considerable success. Following the COVID-19 pandemic, passenger volumes rebounded to more than 9 million passengers annually. As the 7th largest cargo airport in North America, CVG is home to one of three DHL Express Global Superhubs, as well as the largest Amazon Air Hub in the world. CVG continues to embrace what's next in all areas of the business and is committed to innovation for many years to come.

If this sounds like the environment for you, we invite you to take off with us.

The Airport *(continued)*

The CVG of Tomorrow
CVG's strategic plan established the airport's mission and vision: to redefine and elevate the role of an airport and serve as a catalyst for regional transformation. The plan included objectives and success-defining measures such as:

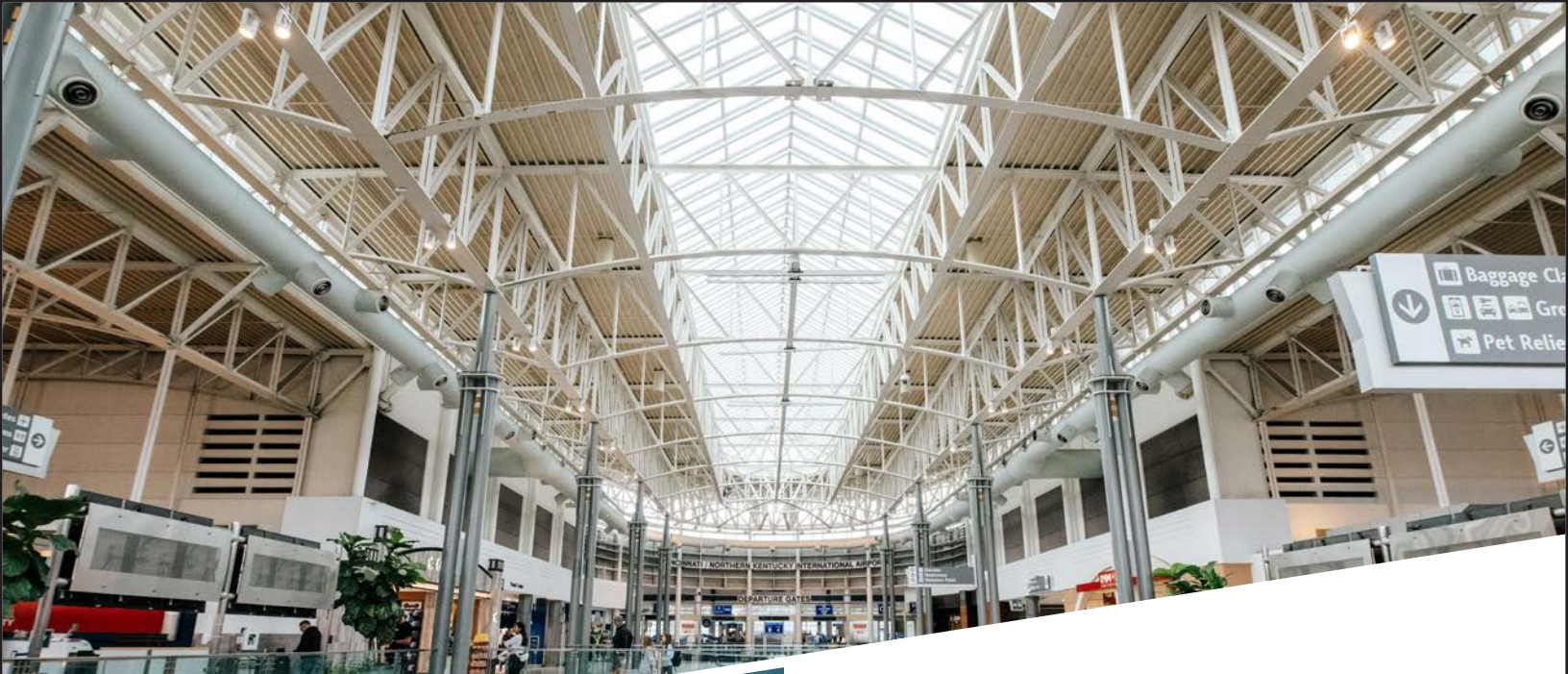
- Fueling performance via operational excellence
- Ensuring financial sustainability by maintaining airline CPE below peer airports
- Growing air service through various initiatives like leveraging aircraft maintenance and support services and land development
- Leveraging ventures, partnerships, and collaborations to support regional aviation development
- Creating a customer-centric CVG brand and experience

Operational Excellence
CVG sets high standards for customer service and safety. Passengers have repeatedly rated CVG as a top regional airport in North America through independent Skytrax passenger surveys, most recently earning Best Regional Airport in North America in 2026.

CVG was the first airport to receive SAFETY Act certification from the U.S. Department of Homeland Security for achieving the highest levels of security compliance. Airport leadership approaches airport operations as a business, with lean and efficient financial management as a key to sustained success. CVG remains competitive with industry peers to ensure fees and charges for airline and business partners are carefully managed.

Diversified Air Service Success
As the largest airport in the Cincinnati/Northern Kentucky region, and one of the largest in the Midwest, CVG offers approximately 170 peak-day departures to more than 55 nonstop destinations across the United States, Canada, Mexico, the Caribbean, the United Kingdom, and Europe. Prudent financial management has led to increased competition between carriers and lower average airfares for passengers.

Cargo operators move more than 1.7 million tons of cargo annually through CVG. The DHL Express Global Superhub at CVG employs approximately 5,000 people. Amazon Air's more than $1.5 billion air cargo hub employs nearly 3,000 people.



The Airport *(continued)*

A Driver of Economic Growth for the Community
CVG takes its role as a regional leader seriously. Whether spurring economic growth and creating jobs, showcasing the region as the front door to visitors, or acting as a good steward of resources and a good neighbor, CVG is committed to the community that enables its success.

As part of CVG's business diversification strategy, more than 200 acres of airport property are leased for nonaeronautical purposes, adding hundreds of new jobs for the community. CVG is a vital component of the region's economic health, with more than 16,000 badged individuals authorized to work on the airport campus.

CVG is actively executing a multi-year capital improvement program called Elevate CVG. To create a more modern terminal, expand capacity, and develop more efficient passenger facilities, hundreds of millions of dollars will be invested over the coming years. As air service continues to expand and customers demand new amenities and technology, a comprehensive approach is required to maintain superior airside infrastructure and top-notch landside facilities.

CVG AIRPORT

The Community

The Cincinnati/Northern Kentucky region stands out in the Midwest and across the U.S. as one of the best places to live, work, and play. Below are some of the reasons we think you will love it here:

- Average commute time — 24.5 minutes
- Top 25 Most Affordable Cities to Live and Work (BusinessStudent.com)
- Top 25 Best Foodie Cities in America (WalletHub)
- Top 10 Best Cities for Raising a Family (Forbes)
- Top 50 Best Places to Live (U.S. News & World Report)

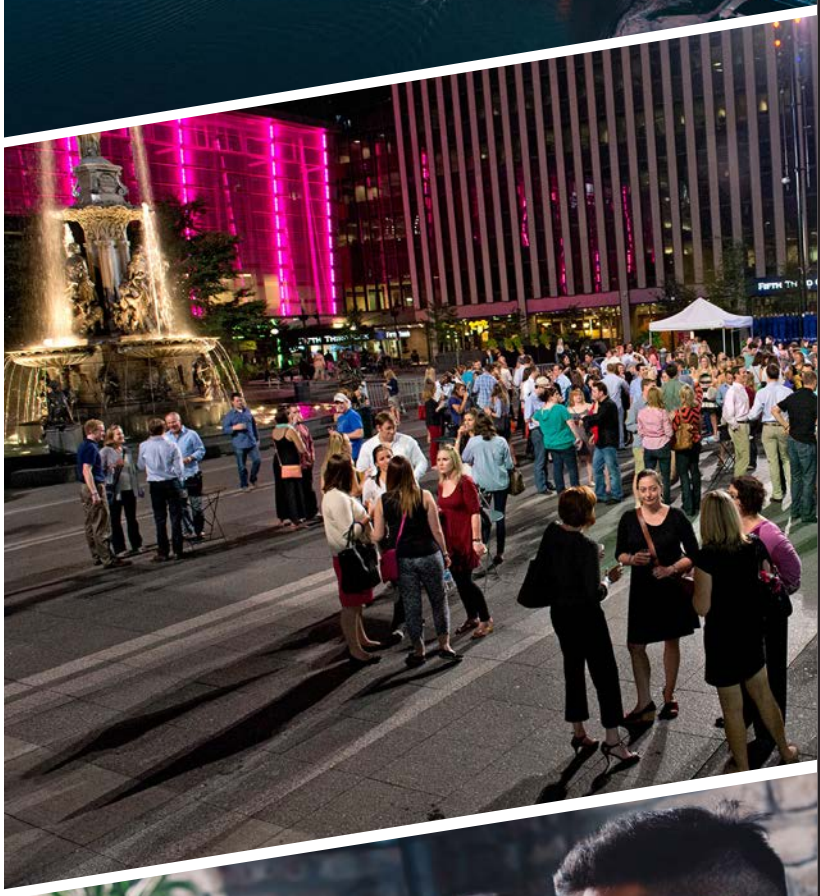
Whether you thrive in vibrant urban nightlife, enjoy walking to a coffee shop along tree-lined streets, or are looking for a suburban backyard, the region has a neighborhood for you.

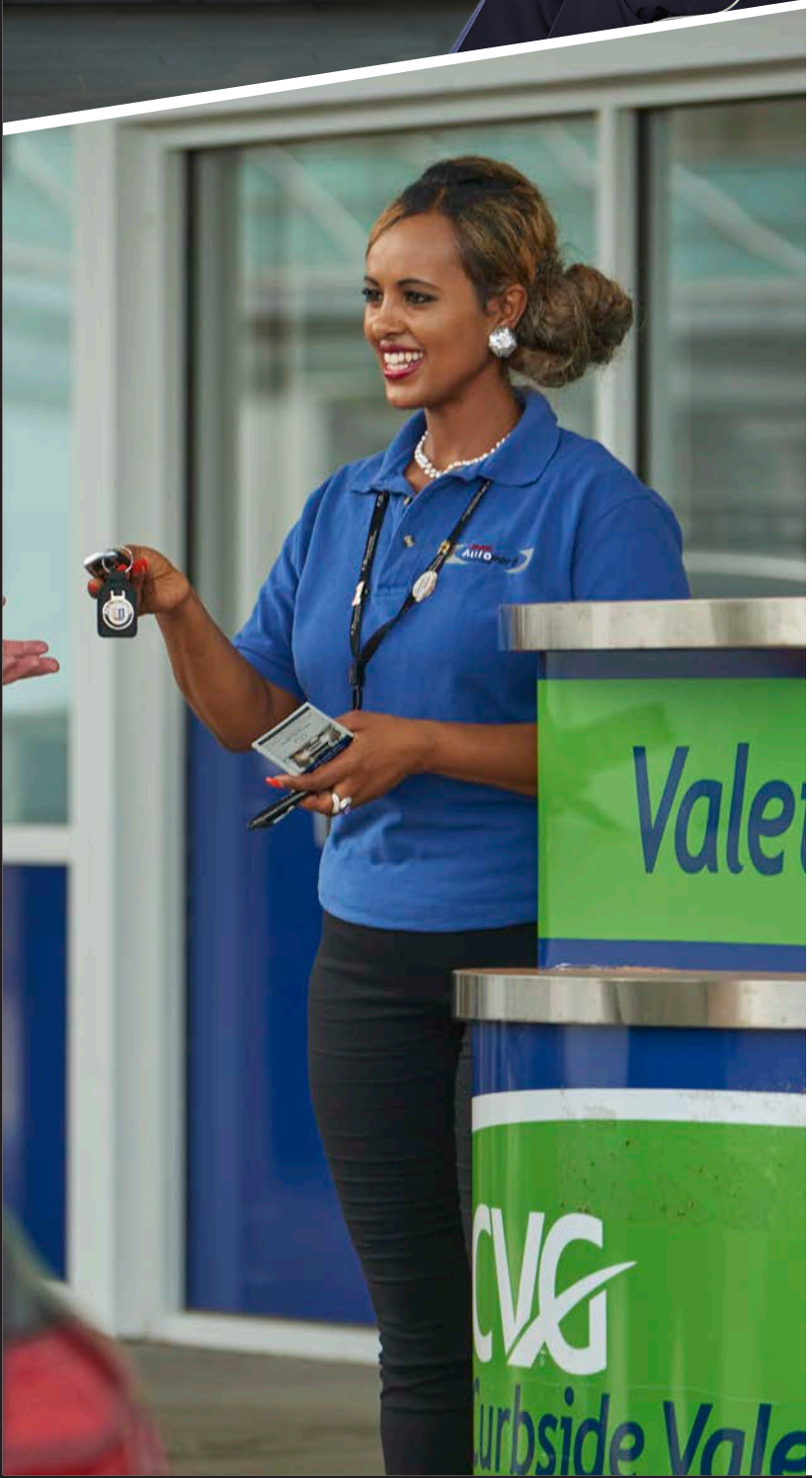
Across Cincinnati and Northern Kentucky, historic buildings have found new life as restaurants, taprooms, and entertainment spaces. You'll find a lively dining and nightlife scene along Vine Street in Cincinnati's Over-the-Rhine neighborhood and in MainStrasse Village in Covington. Cincinnati's craft beer market supports numerous breweries throughout the region, while Northern Kentucky's B-Line offers access to bourbon distilleries, restaurants, and experiences that serve as a gateway to the Kentucky Bourbon Trail.

Cincinnatians enjoy a wide range of special events throughout the year, from the Flying Pig Marathon and the region's renowned Oktoberfest to the Cincinnati Open tennis tournament and games played by teams including the Cincinnati Reds, the Bengals, FC Cincinnati and the Cyclones.

From classical to cutting-edge, the region is also home to an impressive arts scene—including world-class orchestras, ballet, theater, and visual arts—ensuring there is always something to do that entertains and inspires.

So, whether it's catching a major-league game or reconnecting with a romantic weekend of art and theater, there's always more to explore and more memories to be made across Cincinnati and Northern Kentucky.





Position Overview

Reporting to the Vice President of Commercial Management, the Director of Concessions provides strategic leadership for the Cincinnati/Northern Kentucky International Airport's (CVG) concessions program, overseeing a dynamic portfolio designed to enhance the passenger experience while driving long-term revenue growth. This leader owns the concessions profit and loss performance, establishes annual and multi-year financial objectives, and advances innovative commercial strategies that position CVG as an industry leader. The Director develops a balanced concessions portfolio that reflects the airport's diverse traveler base, leads capital investment planning, and fosters collaborative partnerships that strengthen both operational performance and customer satisfaction.

About the Role

The Director of Concessions leads the strategic planning, development, and day-to-day oversight of CVG's concessions program, ensuring a customer-focused approach across all commercial offerings. Working closely with internal departments, concession partners, and external stakeholders, the role guides capital improvements, technology modernization, and innovative service delivery that enhance the airport experience. The Director negotiates complex agreements with national and local brands, oversees contract performance, and ensures compliance with applicable regulatory and grant requirements. Through data-driven decision-making and financial stewardship, this position identifies opportunities to optimize revenue, improve operational efficiency, and support the airport's long-term commercial objectives.

Key Responsibilities

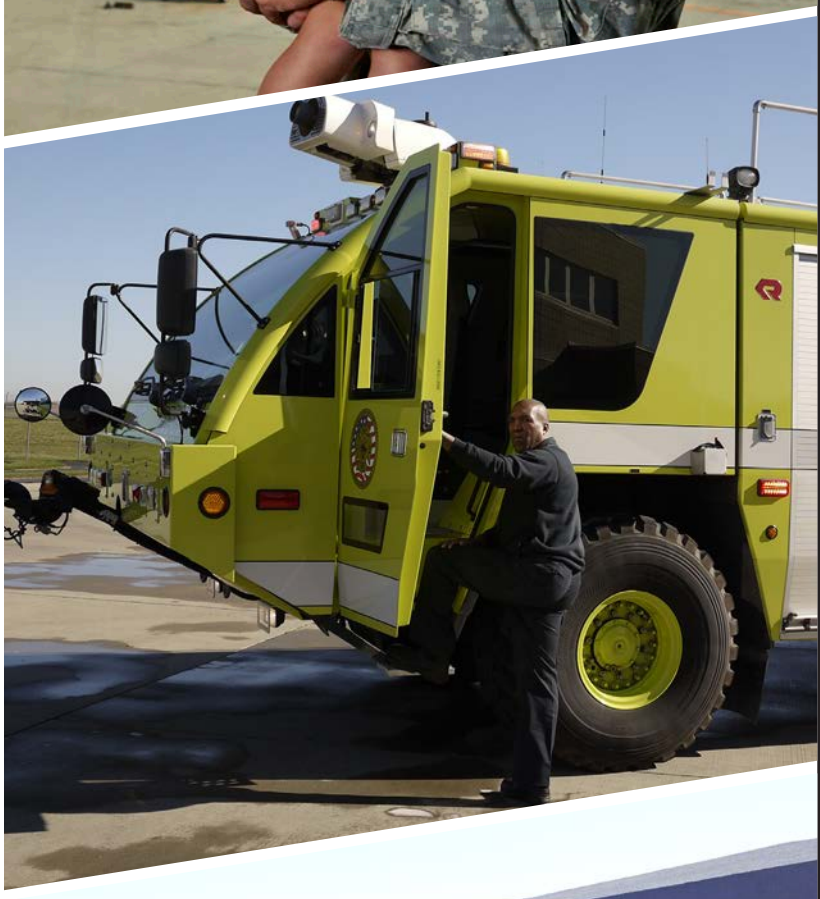
- Lead the strategic direction and financial performance of the airport's concessions program.
- Develop innovative concessions concepts that enhance customer experience and maximize revenue.
- Direct capital planning and concession space development in partnership with planning and development teams.
- Negotiate and manage complex agreements with national and local concession partners.
- Oversee digital commerce initiatives, including ordering, payment technologies, loyalty programs, and operational analytics.
- Ensure compliance with federal regulations, grant requirements, and contract management standards.
- Build, mentor, and develop a high-performing team while fostering accountability and succession planning.
- Present commercial performance, investment strategies, and business recommendations to executive leadership.

Leadership Qualities and Style

The successful candidate is a people-centered leader who believes exceptional results are achieved by investing in people. They create an environment where team members are trusted, challenged, recognized, and given meaningful opportunities to grow. An active mentor, they develop future leaders, celebrate team accomplishments, and ensure credit is shared.

The ideal candidate possesses a high degree of emotional intelligence, humility, and empathy. They foster strong, trusting relationships through open communication, collaboration, and mutual respect. Rather than holding on to the most meaningful or visible work, this leader empowers team members by delegating responsibility, encouraging ownership, providing thoughtful coaching, and creating opportunities for others to grow and achieve their full potential.

Along with strong commercial acumen and financial judgment, the successful candidate will inspire accountability, innovation, and a culture where both people and performance thrive.



Preferred Qualifications

- Bachelor's degree in Business, Finance, Hospitality, Retail, Real Estate, Transportation, Aviation, or a related field.
- Ten years of progressively responsible experience in commercial management, concessions, retail, hospitality, or a related field, including at least five years of leadership experience.
- Demonstrated expertise in financial management, contract negotiations, capital planning, and commercial strategy.
- Strong knowledge of airport concessions, customer experience initiatives, and industry trends.
- Experience with regulatory compliance, federal grant requirements, and cross-functional stakeholder collaboration.

For the full job description, click here.

Salary and Benefits

The position offers a salary range of $128,336 – $163,623 . A starting salary at or near the top of the range may be considered for an exceptional candidate, based on experience, qualifications, and demonstrated leadership success.

How To Apply

To apply online, click here.

Deadline for applications: September 20, 2026

The contact for this search is:

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

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