**GENERAL MANAGER**

**Classification​**Exempt

**Reports to**V.P. of FBO Operations

**Date**  
October 6, 2020

**Summary/Objective**

This position oversees all aspects of the Fixed Base Operation (FBO) including customer relations, line operations, basic fuels and office accounting, and health, safety, and environmental functions. Directs and coordinates activities for the sale and provision of general aviation support services such as fuel, hangar, and office rental for 1-2 base locations. Manages and directs activities of subordinate supervisors and employees at the location(s). Acts as company liaison in matters related to the airport community. The General Manager will promote a positive team environment to better serve our customers.

**Essential Functions**

• Develop understanding of the market for the FBO including growth opportunities.

• Conduct ongoing analysis of competition to including selling points, product offerings and pricing.

• Remain locally competitive by managing in liaison with Revenue Management team

• Creates new opportunities by developing relationships with customers, and airport authorities.

• Establish a culture that promotes safety through daily observations, shift briefings, routine audits, maintenance of SHEBBA, monthly safety meetings, training and documented safety procedures. Formulate procedures for use in event of aircraft accidents, fires, or other emergencies.

• Establish a culture that promotes customer loyalty by creating an environment of increased employee engagement

• Regularly interact with customers to promote the FBO and to measure the level of customer satisfaction. Use customer feedback to constantly develop and improve capabilities and processes.

• Ensure proper staffing levels are maintained based on daily/weekly/monthly volumes

• Develop new business plans with capital requirements and anticipated performance. Prepare the FBO budget with insight for the capability of and opportunities for the FBO.

• Responsible for financial management of base including capital expenditures, forecasting, budgeting, audit performance and expense management.

• Carry out management responsibilities in accordance with the organization's policies and applicable laws.

• Perform leadership functions such as conducting annual reviews, making hiring decisions, and managing performance of direct reports which includes mentoring and skill development.

• Ensure employees receive company communications and necessary training including safety, customer service standards, Company values, etc.

• Ensure training and development of employees to improve work performance and maximize employee potential.

• Other duties as requested or assigned

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies**

* Business Acumen.
* Communication.
* Consultation.
* Critical Evaluation.
* Global & Cultural Awareness.
* FBO expertise.
* Leadership & Navigation.
* Relationship Management.
* Ethical Practice & Confidentiality

**Supervisory Responsibility**

This position does have supervisory responsibilities.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

**Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m. This position regularly requires long hours and weekend work.

**Travel**

Travel is primarily local during the business day, routine out-of-area and overnight travel is expected.

**Required Education and Experience**

**•** Five years or more management experience with 5 or more years of experience in aviation.

* Ten yrs. experience of business experience resulting in full P&L responsibility.

**•** Degreed professional with proven track record of business development and business control management.

**•** The incumbent must demonstrate the following core competencies: entrepreneurship, change leadership, negotiation and influence, business acumen, operational decision making, customer orientation, driving for results, managing and measuring work, interpersonal skills and superior ability to positively relate and communicate to customers.

**•** Working knowledge of Microsoft Excel, Word and web-based applications.

**•** Must possess a valid driver's license.

**Preferred Education and Qualifications**

* Bachelor's degree in Business, Aviation Management, or related field.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**This job description has been approved by all levels of management:

Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_