

# **TBI Airport Management, Inc.**

## **Job Description**

### **Ground Handling General Manager**

**Reporting to:** Aviation Services Director

**Location:** Orlando Sanford International Airport  
Sanford, FL

#### **General Responsibilities:**

Under the supervision of the Aviation Services Director, the Ground Handling General Manager, is responsible for the management of all air carrier ground services at the Orlando Sanford International Airport.

#### **Major Responsibilities and Functions:**

- Oversees and provide advice, guidance and direction to the ground services management staff toward their professional development. Evaluate the performance of direct reports, including the preparation of the annual performance evaluation process as well as informal feedback.
- Interface with relevant governmental entities (Department of Homeland Security and Customs and Boarder Protection) to ensure the efficient processing of international passengers through the Airport.
- Builds strong relationships with all airlines and delivers a customer focused operation.
- Represent TBI at various meetings with airlines, tenants of the Airport and other interested stakeholders
- Coordinate and confer with management staff and interested stakeholders to resolve operational issues and difficulties
- Administer Quality Assurance Programs to ensure TBI AM meets or exceeds customer's expectations
- Responsible for the development and management of the annual Operating Budget
- Maintain and develop organizational culture, values and reputation within the community and with all employees, customers, suppliers, partners and regulatory, official and governmental entities.
- Ensures that all applicable FAA, TSA, Airline, and Airport rules and regulations and Company procedures are observed and properly followed during the performance of activities.
- Other duties as assigned.

#### **Health and Safety Responsibilities:**

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s)
- Report immediately to Aviation Services Director all unsafe and unhealthy conditions
- Report immediately to Aviation Services Director all occurrences that cause injury or damage to any person or property

- Comply with TBI Airport Management's Environmental Safety and Health program and procedures

**Qualifications:**

- 7+ years of demonstrated management or supervisor experience within the Ramp Operations
- Excellent communication skills
- Ability to build an excellent working relationship with staff, airline customers, airport authorities and suppliers
- Organization and planning skills with the ability and initiative to react effectively and quickly to unexpected circumstances
- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- High school diploma, GED or equivalent in experience
- Able to read, write, speak and understand English.
- Pass a required pre-employment drug screen and 10 year background check
- Must complete paperwork accurately and have basic computer skills
- Excellent customer service skills and a strong work ethic
- Present a neat professional appearance and demeanor
- Willing to work in a time-sensitive and fast paced environment

**Working Conditions:**

**Physical Effort:**

While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is required to lift and move baggage of up to 50 pounds on a consistent basis. The employee is occasionally required to climb, balance, stoop, kneel, or crouch. The employee is required to work on a computer, in addition to doing paper work.

**Mental Effort:**

Position involves encounters with members at every level of the organization, airline employees, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of service and accurate information. The position involves stress associated with responding to/solving problems. The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses and making recommendations regarding changes in company policy and/or procedures, as required. Operations are dynamic and situations may require immediate attention. This position requires a professional approach and demeanour under all conditions.

**Normal Working Hours:**

The normal working hours for this position will vary based on operational needs.