

## **General Manager**

### **General Purpose of Job:**

This position oversees all aspects of the FBO including customer relations, line operations, accounting, health, safety and environmental functions, as well as planning and coordinating activities for the sale and provision of general aviation activities such as fuel, hangar and office rental. Provide day to day leadership and direction to facilitate safer, reliable service. Acts as company liaison in matters related to the airport community. The General Manager will promote a positive team environment to better serve our internal and external customers.

### **Duties:**

- Correspond with customers regarding various issues such as tenant relations and transient sales
- 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.
- Under guidance of Director will assist in the development of base forecasting and budgeting
- Accountable for base performance against budget; accountable for base audit results
- Establish a culture that promotes safety through daily observation, shift briefings, routine audits, monthly safety meetings, training and documented safety procedures. Formulate procedures for use in event of aircraft accidents, fires or other emergencies.
- Ensure a culture that promotes customer loyalty by creating an environment of increased employee engagement
- Ensure proper staffing levels are maintained based on daily/weekly/monthly volumes Oversee safety, integrity, and security of the operation which includes ensuring day to day operations are performed safely.
- Conduct accident investigations to determine root causes, including all reporting involved with the incident.
- Oversight of GSE and facility maintenance operations
- Carry out management responsibilities in accordance with the organization's policies and applicable laws.
- Administer the Computer Based Training program for the base
- Perform leadership functions such as conducting annual reviews, making hiring decisions, and managing performance of direct reports
- May perform tasks such as AP processing, time and attendance administration, and processing new employees
- Ensure employees receive company communications and necessary training including safety, customer service standards, Company values, etc.
- Other duties as requested or assigned

### **Qualifications:**

- 4 year college degree in Aviation or related study and/or equivalent professional experience
- Must possess a valid driver's license. And pass background screening and airport screening.
- Must possess strong interpersonal, oral and written communication skills.
- General knowledge of business management and accounting.
- Proficient with personal computers and Microsoft office products.

EEO/AA