

**Posting title: Airport Dining Retail Business Manager**

**Req ID: 940BR**

**Salary range and grade: Minimum \$81,386 to Midpoint \$101,732 (Grade 27)**

**Close date: 08-27-2017**

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**PURPOSE:**

Manages Port-tenant contractual obligations, revenue-maximization and operational aspects of Airport Dining and Retail tenants and develops new non-airline sources of revenue.

**ESSENTIAL FUNCTIONS:**

***This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed. Essential duties and responsibilities may include, but are not limited to, the following:***

Lease Management & Operations

Manage day-to-day & long-term operations of concessions locations airport-wide. Facilitate resolution of concessions operational issues. Collaborate with the Concessions Facilities Manager to maintain concise records of all repairs, cleanings, inspections and code violations of each concessions unit. Engage tenants to participate in Port environmental programs (recycling and composting, other waste management).

Assure contract compliance for prime concessionaire locations to address contractual issues that may be specific to food & beverage, retail, services or other airport businesses and resolve disputes with tenants concerning lease obligations. Prepare lease documents for new leases, amendments, extensions and holdovers. Perform regular quality assurance inspections of concession.

Program Business Development

Solicit new business proposals (RFQ/RFP), negotiate financial terms and execute new lease agreements. Research and pursue new business opportunities likely to increase non-airline revenue. Work with existing tenants to expand offerings and increase sales potential. Negotiate lease terms with new tenants and develop lease documents for Legal review prior to execution. Develop proposals for new or modified lease contract language in order to facilitate better manageability by Port staff.

Identify the concepts most likely to succeed in specific locations in the terminal. Develop market relationships to ensure quality outreach events reach viable, prospective businesses. Develop new concessions opportunities appropriate for small business, which require lower levels of capital investment than typical in-line store opportunities. Direct efforts of Port-contracted marketing consultants in marketing project work. Execute procurement processes for the hiring of consultants to support the marketing program and other needs.

**KNOWLEDGE, SKILLS & ABILITIES:**

Knowledge of lease agreements and mechanisms for enforcement of lease provisions; retail business practices, Airport revenue advertising programs, challenges of conducting profitable retail and restaurant operations in an airport environment. Knowledge of: Concessions design principles, construction and typical infrastructure issue; facility requirements for food & beverage and retail operations; enplanement trends' and passenger utilization's impact on customer flow in concessions; commercial real estate transactions including acquisition, sale, transfer, consent to sublease, easements, etc.; industry standard methods of analyzing and depicting sales and revenue performance.

Ability to demonstrate effective negotiation and conflict management skills and a cooperative team-player work style. Ability to write concisely and clearly for a variety of mediums such as lease correspondence, procurement scopes of work, concessions promotional materials. Ability to prepare presentations, deliver information verbally for small and large groups of internal or external audiences. Analyze sales data for trends and forecasting, weigh airport operational needs with revenue goals and create and monitor budgets. Use Microsoft Excel to develop and analyze multi-sheet linked financial analyses.

Ability to multi-task and effectively manage projects. Demonstrate ability to effectively develop and analyze business cases and to analyze and scrutinize proposal (RFP or other) responses. Demonstrate excellent customer service skills, willingness to act in situations requiring immediate solutions for passengers, tenants or the airport. Collaborate with and advocate for tenants while maintaining accountability to the Port. Assess and show sensitivity regarding conflicts inherent with the Port as a political and business entity, accountable to the public. Demonstrate entrepreneurial ability in order to develop new concession opportunities.

**QUALIFICATIONS:**

***Combination of education and experience demonstrative knowledge, skills and abilities equivalent to:***

- Bachelor's Degree in Business, Marketing, Hospitality or related field; and
- Five (5) years of experience in business or property management with an emphasis on retail and/or food & beverage

**PREFERRED QUALIFICATIONS:**

- Master's Degree in Business, Economics, Law.
- Eight (8) years of experience in retail and/or food & beverage management and development in an airport environment.