

AIRPORT BUSINESS MANAGER

A. CLASS DEFINITION

Under general direction, the Airport Business Manager plans and directs several Airport-wide functions including preparation of Operating budgets and financial forecasts; identifying, investigating and implementing certain non-airline revenue streams; and oversight of Airport parking operations and related shuttle bus operations, and AirBart operations. This individual is responsible for negotiating contract provisions for Airport public parking facilities management, and bus shuttle operations and maintenance. Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Airport Business Manager manages the staff of the Airport Business Department. The incumbent receives general direction from, and reports directly to the Director of Aviation, and exercises direction over supervisory, professional, technical and clerical staff. The duties involve the exercise of considerable discretion and latitude of judgment. It is distinguished from a Superintendent-level position in that the Airport Business Manager is a manager classification responsible for overseeing contract administration/adherence responsibilities carried out by Superintendent-level and other professional/technical staff.

B. TYPICAL TASKS/DUTIES (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed. Incumbent may perform other related duties at the equivalent level.)

1. Through subordinate employees, exercises business and operational oversight of Airport public parking operations, and on-Airport shuttle bus operations and AirBart operations. Responsible for contract adherence of all related contractor agreements associated with those activities.
2. Manages the development of the Port Aviation operating budget. Works with and provides support to other Aviation department managers, either directly or through subordinate employees, in the operating budget development process. Working through subordinates, oversees development of contractor service budgets related to parking and bus operations and maintenance.
3. Works with and provides support to other Aviation department managers, either directly or through subordinate employees, in developing Capital Equipment budgets.
4. Prepares Airport Benchmarking framework using Aviation industry-adopted operating and financial metrics, to track the Airport's trends and progress over time; and compare performance to peer airports. Identify potential areas of process improvement; and recommend corrective action. Work through Airports Council International ("ACI")-sponsored Benchmarking data collection and reporting processes.
5. Identifies, evaluates and recommends potential new sources of on-Airport, non-airline revenue; and ways to enhance existing non-airline revenue streams. Works with other Airport departments to implement approved methods, directly or through subordinate staff.
6. Monitors Aviation revenue and expense statements and trends, and prepares / updates financial forecasts continuously. Submits monthly reports to the Director of Aviation describing Airport-wide financial trends and forecasts. Identifies related issues and opportunities to the Director and other senior Port executives; and recommends corresponding action.
7. Through subordinate employees, responsible for meeting auditing requirements of contracted parking and bus operations. Audits, or directs staff to audit monthly parking and bus operations bills for accuracy and authorized charges and approves payment. Approves billings for payment for all Airport parking and related shuttle bus activities.

8. Monitors (daily, weekly, monthly and annual) parking and bus financial and operating data and oversees development of various reports to compare and analyze data, including time-series comparisons and benchmarking comparisons with peer airports.
9. Directly or through subordinate staff, maintains databases on parking vehicle and bus passenger counts, peak occupancies and trends, etc. Oversees preparation of statistical analyses of month-to-month, year-to-year and peak season use to support budget development; facility and fleet planning, and establishing service levels. Collaborates with other Port staff in development of short and long-term facility and service plans.
10. Directly or through subordinate staff, oversees planning and implementation of facility and equipment improvements and maintenance programs, including revenue control systems and vehicle fleet.
11. Sets goals and directs overall activities of the contract parking and bus shuttle vendor managers as they relate to contract execution and meeting Port/Airport goals; discuss problems, requests, projects, etc.
12. Provides input for, and recommends parking operations policies and procedures that may include content and interpretation of agreements with the vendors.
13. Through subordinate staff, oversee AirBART service and contractual issues with Bay Area Rapid Transit (BART); resolves contract matters to the extent possible.
14. Develops policies and procedures, directs the supervision, and evaluation of assigned staff, plans and implements staff training and development to enhance departmental effectiveness.
15. Performs related duties as assigned.

C. KNOWLEDGE, SKILLS AND ABILITIES

To perform the typical tasks and duties of the position successfully, the knowledge, skills and/or abilities listed below are required.

Knowledge of:

- Airport industry principles and practices related to financial operations and planning; and familiarity with Airport operating procedures
- Existing Port agreements with airlines, tenants and contract service providers.
- Research techniques and statistical analysis and projection, including the planning and conducting of studies and investigations necessary to effect solutions to broadly stated problems.
- Airport parking management and operations principles and traffic regulations; and City of Oakland traffic codes and ordinances.
- Logical computer programming principles and spreadsheet software.
- Principles and practices of contract administration.
- Principles of facility planning and design; and cost benefit analyses
- Basic accounting principles and practices, budget development and implementation.
- Online, networked parking revenue control systems.
- Standard office machinery, personal computer and office software.

- Transit-type shuttle bus operations and revenue collection
- Principles and practices of supervision, including training, coaching, and counseling, and team building techniques in a customer service environment

Ability to:

- Negotiate, administer, and enforce a variety of complex Agreements.
- Resolve subordinate, contractor and tenant problems
- Communicate effectively orally and in writing, including planning and preparation of material and effective presentation of instructions and information to others.
- Identify, research, and solve a wide range of work-related problems.
- Manage multiple tasks through effective uses of subordinate staff and inter-departmental coordination, and have a high work level capacity.
- Perform in a teamwork setting under stressful conditions.
- Exercise sound independent judgment within general Port policy guidelines. [All class specs except for basic, entry level classes.]
- Develop and implement Airport-wide and departmental goals, objectives, policies, and procedures, work standards and internal controls.
- Prepare and administer departmental budgets; negotiate and administer a variety of contracts.
- Supervise and direct subordinate professional and support staff; interpret and enforce administrative/operational policies, practices and procedures; analyze and solve problems of a complex nature.
- Analyze complex administrative and program information, evaluate alternative solutions and recommend or adopt effective courses of action.
- Establish and maintain effective working relationships with those contacted in the performance of duties and to work as a team.
- Prepare comprehensive reports in a logical, comprehensive, concise manner.
- Develop and implement goals, objectives, policies, and procedures, and internal controls.
- Develop and administer departmental budgets; negotiate and administer a variety of contracts. Oversee development of vendor/contractor budgets.

D. PHYSICAL DEMANDS

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

While performing the duties pertaining to this position, the incumbent is regularly required to make use of close vision to read reports, summaries, digests, and other documents. The

employee must occasionally lift objects weighing in excess of ten pounds, and is required to walk, stand, and stoop to inspect outdoor sites. The incumbent must have eye, hand and foot coordination to operate a motor vehicle in conformance with Port policies and the State Vehicle Code.

E. WORK ENVIRONMENT

The work environment described here is representative of those an employee encounters while performing this job.

The incumbent typically works indoors in an air-conditioned office, with a mixture of natural, incandescent and fluorescent light. Typical noise levels are muted by acoustic ceilings, carpet and sound-deadening wall panels. The employee occasionally works outdoors in a variety of weather conditions.

F. EDUCATION AND EXPERIENCE

This position requires a combination of education and experience reflecting possession of required knowledge, skills, and abilities. A typical combination would include a bachelor's degree from an accredited college or university with course work in business, economics, finance, engineering or related fields; AND at least five years of progressively responsible Aviation related or financial experience with two years of supervisory experience. A master's degree, such as MBA, preferred. An equivalent combination of education or experience may be considered.

G. OTHER CHARACTERISTICS

1. Must possess a valid California Class C driver license at the time and for the duration of appointment.
2. This Airport specific classification requires each incumbent to complete and pass a Transportation Security Administration/Federal Aviation Administration (TSA/FAA) 10-year employment history verification, which will include fingerprinting and a Criminal History Records Check (CHRC) prior to being considered for this position. This status must be maintained for the duration of employment at the Airport.
3. Must be willing to work odd hours, weekends, and holidays as required.
4. Must be available for on-call duty as required by emergency situations, or as required for uninterrupted Port operations.

CLASS CODE:	10694
STANDARD HOURS-DAY/WEEK:	7.5/day – 37.5/week
CS STATUS/UNIT:	Unclassified/K
FLSA:	Non-exempt
Classification Created: (Port Ordinance)	December 18, 2008