

Supervisor - Airport Transportation Services - LGA

Apply here: <http://bit.ly/2wFh4jp>

You will:

- Assist in the development of customer service provider contractual requirements and participating in the contractor selection processes
- Provide the planning and execution to any/all Landside Redevelopment initiatives
- Providing the Customer Care Representative support and alignment to ensure high customer service levels during airport redevelopment projects
- Develop and manage the Customer Care program, Landside signage (including processing invoices), maintain contract expenditures within budget and authorization limits
- Prepare monthly budget variance reports, monthly accruals, and present annual budget

Qualifications:

- Bachelor Degree in Aviation Management, Business Management or Transportation and Logistics Management
- Experience administering and managing service contracts at both single and multi-facility contract levels
- Valid driver's license
- Able to respond to airport emergencies on a 24 hour/7 day a week basis

DESIRED:

- Experience in the principles, policies, trends, and current issues within airport ground transportation.
- Experience of the airport industry in handling and responding to customer correspondence and interpreting customer satisfaction metrics.
- Landside or Terminal operations experience
- Familiarity with facility operations
- Experience tracking budget performance with SAP and BudgetPro applications;

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