

Position Description Summary

The newly established position of Transition Manager is responsible for ensuring the safe and seamless activation of all construction phases for the Midfield Satellite Concourse (MSC) through development and implementation of transition plans and processes. This key position works with functional area leaders and other critical stakeholders to plan for and implement system testing and operational trials. The manager is also responsible to ensure that critical and relevant information is regularly communicated to all affected parties prior to activation of the new MSC. This is a critical role for Los Angeles World Airport (LAWA) given the scale and complexity of the capital programs and its potential impact on stakeholders. It is imperative that the MSC project be delivered on schedule, on budget, and with minimal operational disruption. Primary focus is MSC but will also support program level AOR (Airport Operations Readiness).

Essential Job Duties

- Develop a comprehensive logistical plan for transition of operations from existing to new facilities covering the areas of facility maintenance, operations, commercial, communications, finance, training, and information technology.
- Facilitate the creation of departmental teams to leverage expertise for the development of transition, training and contingency plans for each specific area.
- Develop contingency plans for all key systems linked to a successful day-1 opening to ensure a seamless response to any system failures.
- Ensure the highest degree of customer satisfaction on opening day of all new facilities by delivering on the transition plan and ensuring all systems, training and contingency plans are implemented.
- Establish, manage and maintain strategic relationships with senior representatives of key stakeholders including the various LAWA Department Managers, airlines, vendors, sub-concessionaires, consumer groups and the airport business community to ensure all stakeholders are engaged in the transition program.
- Work closely with Operations, the projects teams and appropriate Subject Matter Experts, the building contractor, and the systems integrators to meticulously plan and deliver a coordinated program of trials designed to progressively test building functions as they are commissioned.
- Focus on ensuring that technical systems meet their intended purpose, providing an effective framework to support staff operations and methodically trialing every component of all systems and developing mitigation plans to address any issues or deficiencies in the systems along with corrective action plans.
- Develop, track and report on work plans to ensure transitions activities are progressing according to schedule, and all elements of the transition plan will be complete prior to opening day.
- Establish metrics to track effectiveness of operational plans and training; utilize data to adjust transition planning activities for future transition phases.
- Provide effective leadership to the AOR Program Team and ensure employee development plans are in place and implemented.
- Other duties as assigned by the Project Director - Operational Coordination, Readiness & Transition.

Professional Experience Level/Other Qualifications

- Direct experience in commissioning new airport infrastructure such as new airports overall, new terminals, new concourses, new roadways, and the like. Brings at least 10 years' experience in an airport operations environment including logistics tied to activation of complex airport construction projects which have included a customer interaction component. Given the criticality of this role in the project, this role requires someone who has "been there and done that" in the airport development context.

Logistics Communication Manager, Sr. – Transition Manager – Airport Operations Readiness

- Brings a strong track record of successful project management as related to planning and executing flawless operational transitions for new airport facilities. This experience could have been gained through a shorter list of larger projects (e.g., 12-gate terminal expansion) or through a series of smaller but well executed capital projects over a longer period of time.
- Possesses a deep knowledge of all facets of airport operations and systems, both landside and airside, with an appreciation of how operations affect all stakeholders such as airlines, the TSA, the FAA, law enforcement, concessionaires, and ground transportation.
- Logistical management experience in complex operations and facilities.
- Strong and proven planning and project management skills including a demonstrated ability to lead multi-disciplinary teams.
- Very strong communication skills, both verbal and written, including outstanding listening skills.
- Willing and able to relocate to Los Angeles Metro Area and work on-site at LAX project offices
- The legal right to work in the United States.
 - A leading edge and well regarded airport operating organization (private sector airport operator, airport authority, city/county airport administration) that has successfully undertaken and commissioned new infrastructure.
 - The facilities department of a well-respected airline that has taken lead oversight for the development and commissioning of new airport infrastructure.
 - A well regarded third party airport program management/construction management provider that has played a key role in commissioning new airport infrastructure.
- Strong organizational and interpersonal skills.
- High energy and driven in style.
- Ability to work both independently and as a member of a team.
- Not afraid to get his or her hands dirty and has a strong self-initiative
- Capable of delegating effectively.
- Proven ability to multi-task.
- A team player with proven experience creating, managing and coaching teams for high performance.
- Ability to work under pressure and establish priorities.
- Demonstrated change management and facilitation skills.
- Excellent communication skills; strong writing and oral presentation abilities.
- Ability to utilize and implement technology focused solutions to drive results.

Education/Training

- An undergraduate degree, ideally in Logistic Management, Engineering, Airport or Operations Management, Business, or another relevant field.
- Preferably, a graduate degree and advanced executive leadership courses.

Element-Specific Requirements/Notes

- May assume other duties as required/needed
- May work overtime
- May be required to work various shifts as needed

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