

# Air Service Development Lead (Job Number: 1700002136)

## **Description:**

### **Aviation Markets**

#### **Boston, MA**

Are you a Senior Consultant interested in driving the growth of ICF's Air Service Development business in the US? You will be based in our Boston office and will work closely with other members of the Airports Practice, both in the US and globally. You will be responsible for overseeing the service area team, ensuring the satisfaction of existing clients, identifying and winning new ones, and providing collaborative thought-leadership on the next generation of air service marketing in a data and passenger-focused age.

Our experts lead the global market in understanding the needs of the Airport sector. Our team supports Airport Transaction Advisory Consulting, Air Service Marketing and Development, Airport Strategy and Organization Development and Implementation, Retail and Commercial Planning, Passenger Experience, Loyalty and Engagement Strategies, Airport Financial Advisory, Traffic and Revenue Forecasting, as well as Opex and Capex advisory. Our clients are based in Europe, the Middle East, Africa, Asia and the Americas; our offices worldwide enhance our accessibility to clients and markets including those markets driving world growth.

ICF's experienced Airports team serves as trusted advisors and helps domestic and international clients answer critical questions and establish beneficial, cost-effective, sustainable strategies and programs. To learn more about our services click [here](#).

The ICF Air Service Development team (formerly SH&E) has a long track record and strong reputation in the US market for developing insightful and pragmatic air service strategies that get results – our long list of repeat clients, including some of the largest names in US airports are a testament to that. But ICF is also very much forward looking and we see trends in passenger expectations, the role of digital technologies and the use of new, cross-cutting tools and techniques being ever important in engaging with airlines. Therefore, we are seeking an experienced aviation professional who brings both a proven track-record of air service development, and a collaborative and innovative mindset.

To apply please submit your resume and cover letter at:

[https://icfi.taleo.net/careersection/icf\\_prof\\_ext/jobdetail.ftl?lang=en&job=1700002136](https://icfi.taleo.net/careersection/icf_prof_ext/jobdetail.ftl?lang=en&job=1700002136)

## **Key Responsibilities:**

### **Business Development & Sales:**

- Develop business in the area of air service development for US airports
- Help build brand awareness of ICF's air service and consulting capabilities.

- Collaborate with others in US and International Offices to build upon our existing Airports and Aviation solutions and leverage broader ICF capabilities such as Tourism Marketing, Digital Customer Engagement, Communications and Passenger Experience
- Monitor and manage new business opportunities, structure and draft proposals, including written materials, pricing, and presentations.
- Work with ICF's leadership to establish a business development plan that emphasizes accountability for the size and health of the pipeline and sales achieved.
- Develop new client relationships and expand upon existing relationships by delivering excellent value, consistent and dependable service, and high quality consulting.
- Demonstrate success in generating revenue.

#### Operations Management and Project Delivery:

- Help drive Airport business sales and financial targets (gross/service revenue, gross margin, sales, and pipeline).
- Ensure delivery of projects meets client expectations and the proposed profit levels.
- Working with Aviation leadership, plan strategically for the talent needs of the team and build bench strength for the future. Raise the caliber of talent by attracting, retaining, and developing people from diverse backgrounds.

#### Thought Leadership:

- Help to evolve the scope of ICF's Airport Market worldwide in partnership with C-Level Executives.
- Help identify and map current/future Airport Market trends.
- Keep up with complex Aviation and Airport regulations and policies, ask critical questions and serve our clients as trusted advisors to help drive world-class innovative airport management solutions.
- Identify strategic investment, hiring and acquisition opportunities.
- Develop added-value service offerings to differentiate the ICF air service practice from competitors, by drawing on the breadth of ICF resources and capabilities
- Represent ICF's high level of integrity and commitment to company values.

#### **Basic Qualifications:**

- 10+ years of experience in the field of Airport Management / Air Service Development / Airline Network Planning
- Demonstrated familiarity with methodologies and data sources in use in air service development, including ability to effectively select and quality control route forecasts and business cases
- Demonstrated expertise in the current issues facing the US Airport markets

- Demonstrated success winning & delivering large and strategic projects
- Demonstrated success managing teams

**Preferred Qualifications:**

- 10+ years of consulting and leadership experience within a professional services firm, managing public and private sector contracts in the field of air service development
- Established and current relationships with US Airports and US and International Airlines
- Experience managing and collaborating with geographically dispersed teams of staff.
- Bachelor's Degree