

ALLEGHENY COUNTY AIRPORT AUTHORITY

Job Description

Job Title: Manager, Air Service Development
Department: Air Service Development
Reports To: Vice President, Air Service Development
Position Close Date: October 27, 2017

SUMMARY:

Under limited supervision of the Vice President, Air Service Development, manages the development of airport passenger and cargo services through customer-focused marketing strategies and activities.

RESPONSIBILITIES:

- Research, analyze, formulate and promote passenger air service and cargo opportunities and identify target markets for air service expansion.
- Develop marketing materials to promote passenger service and air cargo services at PIT.
- Formulate creative marketing strategies and presentations to attract passenger and air cargo services
- Proactively identify and target domestic and international passenger airlines and cargo airlines/handlers as potential customers through research and communication.
- Assist in maintaining solid working relationships with international and domestic carriers, airports, aviation organizations and associations; and local business and related organizations, with a stake in air travel, to increase the use of PIT
- Locate corporate level freight forwarders and cargo users through research and direct communication for the purpose of marketing cargo services.
- Prepare presentations customized to meet the needs of specific carrier or audience.
- Collect relevant data on passenger and cargo airlines.
- Develop and maintain contacts among the air service providers, carriers and cargo communities.
- Provide information/data/presentation to support and influence the community about the positive impact of air service to the region.
- Maintains database on cargo carriers, local & national freight forwarders, handlers and other cargo related industry contacts.
- Maintain database on passenger carriers, local & regional business contacts and other passenger related industry contacts;
- Chair the Pittsburgh Air Cargo Task Force.
- Performs other related tasks as assigned or required.



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KNOWLEDGE SKILLS & ABILITIES:

- Extensive knowledge of:
 - Domestic and international passenger air service and air cargo industries.
 - Passenger air service and air cargo practices, procedures and operations.
 - Principles, practices and techniques of marketing and salesmanship.
 - Cargo statistics, airline economics, government and airline databases.
 - domestic aviation rules and international freedoms of the air
 - Functions, operations and financial metrics of medium sized original and destination airport.

Considerable knowledge of:

- Aviation rules and regulations both locally and federally.
- Air cargo and passenger air services operations, practices, and procedures.
- Domestic aviation rules and international aviation freedoms of the air.
- Diiio, U.S. DOT, T-100, MIDT, Bureau of Transportation Statistics, ARC (Airline Reporting Corporation), CNS, trade data and FAA databases.
- Aircraft performance capabilities.
- Policies, practices and techniques of general management and administration.
- Considerable understanding of the National Airspace System (NAS), current airline route development decision making criteria, and Air Traffic Control technology trends and applications.

Considerable ability to:

- Interpret and analyze industry data for marketing development purposes.

Ability to:

- Travel independently both domestically and internationally.
- Use Microsoft Office applications including Word, Excel, Access and Power Point.

KEY COMPETENCIES

- Customer Centricity - Motivates team to identify new ways to improve customer experience; Identifies systemic improvements that could positively impact customers.
- Strategic Thinking - Able to problem-solve for short-term (quarterly) challenges to accomplish key goals; Able to develop plans to achieve efficient, on-time results
- Team Leadership - Lead and anticipate the pace and process of change effectively; Drive talent development as a team and individually; Takes accountability for team results; Recognizes and rewards excellence on the team.



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- Customer Centricity– Aware of customer needs and the prioritization of our customers both internal and external; makes decisions with customer in mind; builds strong customer relationships.

REQUIREMENTS:

The following requirements list the *minimum* education/training/experience required to qualify for this job. An equivalent combination of education and/or experience may be accepted.

- Bachelor’s degree from an accredited four-year college or university in marketing, aviation management, or a related field, or equivalent industry experience.
- Five years-related experience in one or more of the following areas: marketing, business development / marketing.
- Airline route planning or airport business development experience is preferred.
- Possess or obtain prior to employment a valid Pennsylvania Class C driver’s license. Note: license must be maintained throughout employment.
- Certified Member of the A.A.A.E Preferred

SUPERVISION RECIEVED/EXERCISED

Receives general supervision from Vice President, Air Service Development/Supervises 2 Air Service Analyst.

FOR MORE INFORMATION AND TO APPLY, PLEASE VISIT
WWW.FLYPITTSBURGH.COM/CAREERS

