

Sr. Manager, Business Development & Consumer Innovation

The San Diego County Regional Airport Authority is proud of its team members, has a high performing culture, and we challenge ourselves through innovations. We have a vacancy for an individual with a passion for customer innovation and consumer insights to lead our Business Development department. The Senior Manager, Business Development & Consumer Innovation will be responsible for understanding and responding to the needs and wants of our customers. The ideal candidate will be a creative thinker, have a background in consumer marketing and/or analytics, and the ability to build relationships with external entities in order to generate future business opportunities for the Airport Authority.

Essential Duties and Responsibilities:

1. Develops and defines business strategies, work plans and systems to achieve Business Development goals and performance measures; maintains partnerships with internal and external stakeholders; pursues initiatives to capitalize on opportunities to develop business and manage risks; determines and precisely communicates business strategy and results; coordinates efforts and monitors programs progress; anticipates obstacles and develops contingency plans; provides direction and delegates responsibility; understands financial impact and market drivers on bottom line results.
2. Formulates and collaborates with others to pursue non-traditional revenue enhancement, maximizes revenue and profitability; directs and collaborates with internal stakeholders on operational needs and projects; develops business case and proposals for projects; participates in projects design concepts; reviews and analyzes work plans, objectives and identifies alternative solutions to problems; serves as key resource and advises others on matter pertaining to areas of responsibilities; adjusts priorities and shifts goals and initiatives to align with priorities; influences and serves as a trusted expert.
3. Translates business objectives, priorities, requirements and impact on business; ensures compliance of work efforts through effective programs and practices; executes work plans in alignment with long-term strategic revenue development plan; evaluates and forecasts financial returns from non-traditional revenue sources; establishes goals and benchmarks for new revenue sources; facilitates and communicates prioritization of business initiatives and obstacles affecting goal attainment; champions and facilitates change process; gains leadership involvement and engages stakeholders in problem-solving and decision-making.
4. Oversees and evaluates employees performance; establishes performance goals to achieve expected results; provides feedback and coaches others on work performance; takes corrective efforts to address deficient work performance; creates a learning environment; develops and encourages collaborative relationships to facilitate the accomplishment of work goals; commits to continuous learning and improvement; strengthens and promotes personal and/or professional development; manages and/or participates in employee selection and new hire onboarding activities; clarifies responsibilities and work expectations; recognizes and rewards achievements; establishes task ownership and accountability; models inclusive and collaborative behavior.

5. Demonstrates effective financial acumen; keeps current with industry and regulatory trends; incorporates innovative and sustainable practices to enhance effectiveness and efficiency; identifies business and programs performance criteria and benchmarks; develops action plans and tracking measures for programs; evaluates the effectiveness of operational processes and work programs; maintains department statistics and drafts reports on department results; prepares reports and correspondence; makes presentation and represents the organization in meetings.

Required Skills

Knowledge of:

1. Principles, methods and techniques in public agency contracting, including contract development, negotiation and administration techniques and methods of contract compliance monitoring.
2. Authority construction, purchasing and concession functions and associated business development department issues.
3. Research methods, practices, strategies and analysis techniques.
4. Federal, state, and local laws, regulations and court decisions relevant to aviation revenue generation and compliance.
5. Principles and practices of group facilitation.
6. Principles and practices of sound business communication.
7. Principles and practices of effective management and supervision.
8. Principles, practices, and strategies of revenue generation and business development.

Ability to:

1. Analyze complex problems, evaluate alternatives and make sound recommendations.
2. Exercise expert independent judgment and initiative within established general policy guidelines.
3. Interpret, explain and apply Authority, state, and federal policies, laws, regulations and court decisions governing the Authority's business development department.
4. Represent the Authority effectively in meetings with contractors, subcontractors, state and local governmental agencies, community groups and the public on a variety of contracting and new revenue generation issues.
5. Monitor contractor performance and obtain information with awareness of the sensitive issues involved.
6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
7. Exercise tact and diplomacy when handling sensitive and confidential issues and situations.
8. Establish and maintain effective working relationships with all levels of Authority management, other governmental officials, contractors, community groups, employees, the public and others encountered in the course of work.

Required Experience

Graduation from a four-year college or university with a major in business or public administration, finance, real estate or a closely related field; and five years of progressively responsible professional experience involving commercial or industrial asset management, property management, and/or real estate development, preferably in an airport environment.

EEO Statement:

It is the policy of the San Diego County Regional Airport Authority to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, SDCRAA will provide reasonable accommodations for qualified individuals with disabilities.

Salary range: \$90,869 - \$154,477