



**The Greater Asheville Regional Airport Authority
(Fletcher, NC)**

Invites applications for

Chief Operations Officer



OVERVIEW

The Greater Asheville Regional Airport Authority (Authority), owner and operator of the Asheville Regional Airport (AVL), invites applications for the position of **Chief Operations Officer**.

The Asheville Regional Airport is an economic engine for the Western region of North Carolina and is a vital partner for industries across the state and beyond. With business opportunities including real estate, land development, and general aviation, the sky's the limit at AVL.

Growth and change have been consistent themes at Asheville Regional Airport for years, and 2023 was no exception, as the airport experienced unprecedented passenger growth serving **over 2 million passengers**. Surpassing the 2 million passenger utilization mark was a record in AVL's history and the airport is continuing its growth trajectory. AVL is the **third largest airport in North Carolina** and is on the list as one of the fastest growing airports in the country for the past seven years. The airport is served by six airlines that provide nonstop services to twenty-seven (27) unique destinations.

Named as a significant regional partner, it is easy to understand that the Asheville Regional Airport has a tremendous effect on the local economy. In 2022, the North Carolina department of Transportation Division of Aviation economic impact study showed that AVL contributes \$2.26 billion in annual economic impact to the region. The airport supports 10,655 jobs, contributes \$118 million in tax revenue to the region, and more than \$700 million in personal income.

With remarkable growth comes expansion. A cornerstone of regional connectivity and economic vitality, the Asheville Regional Airport embarked on a historic journey with the 2023 ground-breaking of **AVLForward**, the most significant infrastructure endeavor in the airports' 60-plus year history. AVLForward, is a 4-year, \$400 million terminal and air traffic control tower (ATCT) project. When completed it will yield a remarkable airport terminal that stands 150% larger than the current airport with twelve gates and ample room for further expansion, as well as a state-of-the-art ATCT.

The new design concept, inspired by the natural beauty of the Western North Carolina mountains, will feature a spacious and bright grand lobby, contemporary ticketing and baggage claim areas, an inviting concessions plaza, and thoughtfully designed gate areas to enhance passenger comfort and experience.

Infrastructure expansion continues to be the primary focus for AVL, as well as Master Planning to help determine how the airport can best position itself to accommodate growing and changing aeronautical demands. Focusing on long-term financial stability, AVL has engaged with both Sheetz Inc. and Dreamcatcher Hotels on projects that have the potential to provide significant non-aeronautical revenue opportunities for the airport.

*This vibrant, forward-thinking Airport is seeking a collaborative,
and high performing Chief Operations Officer
to join its growing team.*

THE OPPORTUNITY:

Chief Operations Officer



*The Greater Asheville Regional Airport Authority is seeking a self-directed and collaborative **Chief Operations Officer** who can exercise independent judgement and is results oriented.*

Overview of Requirements

The Chief Operations Officer (COO) provides organizational leadership and is responsible for the operational objectives of the airport and airport system ensuring policies, procedures, operational and administrative controls are in place to maintain operational effectiveness and administrative efficiency. The COO will ensure strategic and tactical objectives, key initiatives, and plans are developed and implemented. The COO supervises and lends oversight to multiple departments and provides coordination with outside agencies on a variety of matters. Performs duties as acting President & CEO (CEO) and/or acting Chief Administrative Officer (CAO), in their absence and as assigned.

The Chief Operations Officer for the Greater Asheville Regional Airport Authority reports to the President & CEO and will be responsible for the following duties:

Key Duties and Responsibilities

Team Management

- Applies a servant leadership approach, leading by example and holding people accountable. Develops employees for current and/or upcoming roles.
- Ensures employees have the tools, resources and training necessary for success.
- Coaches, trains and motivates employees in a collaborative environment.

Essential Functions

- Works cooperatively with and supports the CEO.
- Collaborates with the CEO in the preparation of Board of Directors meeting agendas.
- Drafts policy and directive recommendations.
- Prepares written and oral reports for presentation to the Board, appropriate governmental agencies, and the public.
- Supports and encourages the Authority's Mission, Vision and Value Statements.

- Performs duties as acting CEO and/or acting CAO in the absence of the CEO and/or CAO.
- Coordinates and collaborates closely with the CFO and the CAO.
- Responsible for developing and administering Airport Rules and Regulations and Minimum Standards in conjunction with other members of the executive team.
- Oversees and directs the activities of the following departments: Operations, Maintenance, Custodial, Public Safety, Planning, and Safety.
- Ensures that subordinate's accountabilities and authority levels are clear and that performance objectives and standards for each function are established and monitored on a systematic basis. Reviews subordinate's performance against objectives and assists in developing corrective action plans as required.
- Recommends long-range objectives and strategies for reporting departments.
- Provides leadership and direction to reporting departments as well as to the overall organization.
- Monitors and performs management oversight for all major construction projects including the bid and contract award phases.
- Acts as liaison with the FAA, TSA, Army Corp of Engineers, other Federal agencies, and State and local agencies to coordinate construction projects.
- As may be needed, responds to the airport during winter weather conditions and provides general assistance to the Operations Department to ensure safe operating environment.
- Provides organizational leadership by cultivating and maintaining cooperative working relationships with colleagues, tenants, vendors, the City, County and State building code officials, Fire officials, and other community and business groups as appropriate.
- Establishes benchmark comparisons with other airports to measure team performance.
- Prepares reports, presentations and speaks publicly in local communities in support of positions and issues regarding the airport and surrounding impacts, as well as the impacts of the communities upon the airport.
- When necessary, activates and commands the Airport Emergency Operations Center (AEOC) in support of emergency response and directs AEOC activities in compliance with National Incident Management System (NIMS) requirements.
- Facilitates the preparation of recommended annual budgets requiring approval by the President & CEO and Board of Directors. Develops, prepares, implements, and manages the capital improvement budget.
- Oversees and directs, as appropriate, the various processes for selection of outside consulting firms or service contracts, including Requests for Qualifications programs.
- Oversees the administration of Grant Programs.

Knowledge, Skills, and Abilities

- Thorough understanding of management and financial practices in all areas and phases of business operations.
- Manage multiple and diverse activities and projects.
- Read and interpret detailed information, (i.e., leases and contracts, architectural and engineering drawings).
- Ability to prepare and present clear and concise administrative reports.
- Communicate effectively both orally and in writing.
- Develop and implement policies and procedures.
- Effectively interact as necessary with Authority management, consultants, legal counsel, and representatives of local, state, and federal agencies.
- Proficiency in the use of personal computers is necessary, including the use of Microsoft Office products.
- Ability to provide administrative and professional leadership and direction to subordinate staff.
- Strong interpersonal skills and self-awareness.
- Detail-oriented and able to handle multiple projects simultaneously.
- Strategic and tactical thinker.

Education and Experience Requirements

- Bachelor's degree in Business or Public Administration, Engineering, Architecture, Construction, Aviation Management, or a relevant related field.
- Experience managing large departments and/or teams.
- Minimum of seven years professional experience directly in a management level capacity, with two years of administrative/supervisory experience.
- Ten or more years' experience in an airport and/or governmental environment preferred.
- Professional Aviation certification (AAE or IAP) preferred.

SALARY

The Authority's benefits are excellent, and salary is commensurate with experience with a range of \$170,000 to \$225,000.

Benefits include health, dental, vision, life insurance, long and short-term disability, accident and critical illness insurance. AVL employees are also members of the State pension plan and are required to contribute 6% to the North Carolina Retirement System. This position is eligible for 11 paid holidays, vacation leave, sick leave, and professional leave. Additional benefits 401(k) contribution of 5% by AVL, vehicle allowance, cell phone allowance, and longevity bonus.

TO APPLY

To apply for this opportunity, please submit a cover letter, resume, five-year salary history, and a list of three references in one recruitment PDF document to Lisa Belt of Steven Baldwin Associates, at lbelt@baldwinllc.com with "COO search" in the subject line.

In your cover letter, please specifically address your experience and accomplishments in the areas noted in the "Essential Functions" section above.

Only complete electronic submissions that follow the above guidelines will be considered.

Deadline for applications is March 1, 2024.

NOTE: The Greater Asheville Regional Airport Authority is an equal opportunity employer and does not discriminate based on race, religion, color, national origin, sex, sexual orientation, gender identity, veteran, or disability status. The Greater Asheville Regional Airport Authority reserves the right to not fill the position. Nothing in this announcement guarantees employment.



LOCATION

Strategically located off of Interstate 26 in Fletcher, NC, the Asheville Regional Airport is an essential transportation center and gateway for Western North Carolina. The airport is located approximately 15 miles south of downtown Asheville and 12 miles north of downtown Hendersonville. As the primary commercial service airport in the region, AVL's service area extends beyond Asheville and into all parts of Western North Carolina and portions of northern South Carolina. In addition to connecting Western North Carolina to the global transportation network, the airport plays a significant role in the nation's air transportation system.



THE AIRPORT

The Greater Asheville Regional Airport Authority leaders are committed to serving the Greater Asheville area and recognize the value of operating at a high standard, which entails raising the bar and establishing strategic initiatives that will support its success well into the future.

AVL has established the following vision, mission and core values which define who they aspire to be and how they will serve their customers and the region.

Vision *"To be an authentic and convenient gateway for business and adventure."*

Mission *"To champion exceptional experiences and economic vitality"*

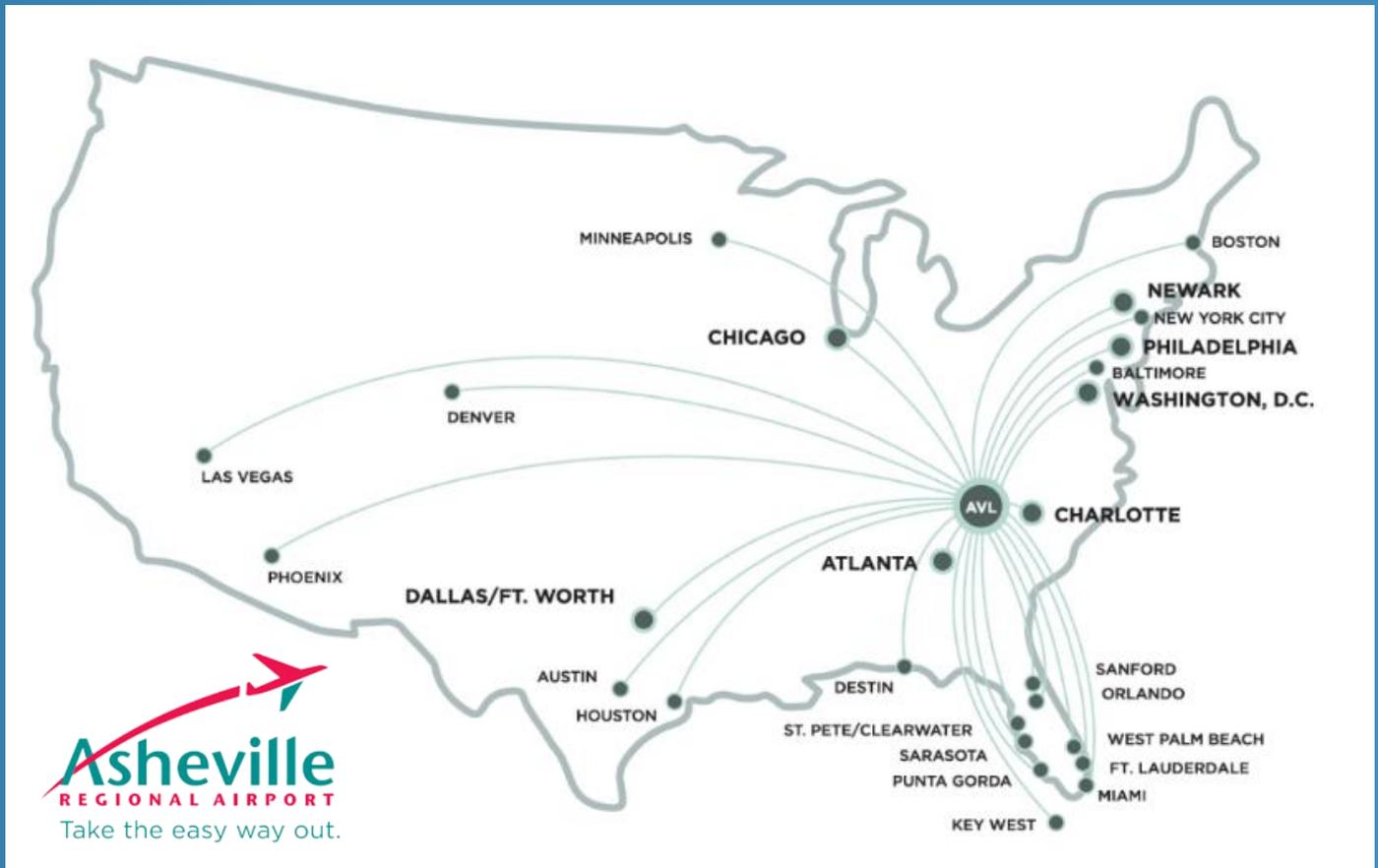
Core Values

Forward
Integrity
Empathy
Welcome

To achieve their vision and mission, AVL is committed to focusing on the following initiatives and strategic objectives:

- Optimize the Customer Experience
- Reinvent the AVL Organization
- Deliver safe and effective operations
- Achieve and maintain financial stability

With over 1,000 acres, an 8,001 foot-long-runway, and 21 taxiways, AVL is home to six airlines providing flights to 27 unique destinations. Land is utilized for both aviation and non-aviation development and land is available to lease for hanger construction, aircraft maintenance facilities, and other commercial aviation uses. Land is also available for non-aviation commercial development in the rapidly growing area of Airport Road (NC 280). In addition, airport terminal space is available for appropriate commercial operators.



AVL is the **third largest airport in North Carolina** and is served by six airlines that provide nonstop service to 27 unique airport destinations while serving over 2 million passengers annually. The airlines represented include **Allegiant, American, Delta, JetBlue, Sun Country, and United**. Destinations include major domestic hubs such as Atlanta, Boston, Charlotte, Dallas/Ft. Worth, Houston, Austin, Washington D.C., New York–LaGuardia, Newark, Baltimore, Denver, Chicago, Philadelphia, Minneapolis, Las Vegas, Phoenix, Sanford, Fort Lauderdale, Orlando, Miami, West Palm Beach, Destin, Tampa/St. Petersburg, Sarasota, Punta Gorda, and Key West.

AIRPORT CULTURE

The Asheville Regional Airport values its employees' strengths and abilities, ethical behavior, diversity, creativity, innovation, and sound judgment. They commit to providing employees with rewarding work and a positive work environment based on trust, respect for each other, and open communication. The airport invests in its community and reaches common goals by building strong relationships.

AVL's Core Values express how they conduct day-to-day business and provide a consistent set of expectations for all who work at the airport.

AIRPORT ADMINISTRATION

Led by President & CEO, Lew Bleiweis, A.A.E., the airport's administration is responsible for managing the day-to-day operations of the Asheville Regional Airport as well as long-term planning. Financial decisions balance the interests of all and help drive the region's economy. The Authority seeks creative and innovative solutions and conducts business in an honest, fair, and respectful manner, and consistently displays the highest moral and ethical standards. Innovative and collaborative, the Authority challenges itself to be the best while ensuring accountability to itself and its employees.

Mr. Bleiweis is a previous Chair of the Airports Council International North America (ACI-NA) and has served as Chair of the ACI-NA U.S. Policy Board, a member of ACI World Governing Board, a Member of the Board of Directors for American Association of Airport Executives (AAAE), and President of the Southeast Chapter AAAE. Lew is an Accredited Airport Executive (A.A.E.) by the American Association of Airport Executives, and he received his Bachelor of Science degree in Aviation Business Administration/Airport Management from Embry-Riddle Aeronautical University.



THE GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY

The Greater Asheville Regional Airport Authority (GARAA) is a political subdivision of the State of North Carolina and an independent airport authority. The Authority is governed by a seven-member Board consisting of representatives appointed by the Asheville City Council, Buncombe County Commission, Henderson County Commission, and one regional at-large position appointed by the six board members.





THE COMMUNITY

Asheville, North Carolina is a beautiful city nestled in the Blue Ridge Mountains with a rich history, stunning architecture, and a vibrant community – which is why Asheville has long been known as the “Paris of the South”.

Asheville boasts a small-town feel while offering all the amenities of big-city life, from jobs to cultural opportunities. The city offers residents beautiful historic homes, art deco buildings, miles of mountain biking and hiking trails to a booming culinary and craft beer scene that has attracted national attention.

There is a strong sense of community in Asheville and with under 100,000 residents, getting to know your neighbors and enjoying some warm Southern hospitality is easy. If you desire living in a place with warm summer nights, mild winters, and pleasant weather throughout the spring and fall, Asheville is calling your name. The region’s temperate climate allows you to get outside and enjoy the scenery year-round, making it easy to live an active lifestyle.

Asheville’s economy and job market are strong, with stable unemployment numbers. The city’s proximity to the Blue Ridge Mountains means that the tourism and hospitality industries provide employment year-round, with an influx of seasonal jobs. Other major employers in the area include The Mission Health System, Buncombe County Public Schools, Eaton Corporation, Ingles Markets, and the University of North Carolina Asheville keep the economy humming.

The historic Biltmore Estate is one of Asheville’s most recognizable landmarks. History buffs can explore the gorgeous grounds and 250 rooms of George Vanderbilt’s lovingly preserved home. This more-than 178,900 square-foot mansion comprises examples of Gilded Age Art and architecture. Other landmarks include the Basilica of Saint Lawrence and The Thomas Wolfe Memorial.

Come home to a community of friends and family. Live where residents care about each other and the environment. Asheville, North Carolina is where culture flourishes and opportunity grows, where work/life balance is built into its core beliefs, and where award-winning architecture and entertainment are always available.

National search conducted by



STEVEN BALDWIN
ASSOCIATES

Airport Management Consultants