

GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION	
POSITION TITLE: Terminal Operations Manager	DATE: 05/30/2025
DEPARTMENT/TITLE OF SUPERVISOR: Operations / VP Operations & Maintenance	GRADE/LEVEL: 21 (Exempt)

Position Summary (Primary Function)

This position exists to manage the personnel and systems to ensure the safe and efficient movement of passengers, to support airline and airport stakeholder operations in the airport terminal, and to optimize the overall customer experience at Asheville Regional Airport. Oversees and enforces the common-use standards and utilizes contract services for common-use systems and airline gate assignments. Under emergency situations, reacts quickly and calmly to protect persons, property, and ensures compliance. Requires effective skills to lead and motivate a diverse group of stakeholders, exercises considerable independent judgement and initiative, and maintains effective working relationships with stakeholders and the public.

Responsibilities (Essential Duties)

1. Manages the programs necessary to operate the airport terminal environment in the public and common use areas and ensure safe and efficient flow of passengers throughout the facility. Oversees a terminal inspection program, performance measurement tools, and terminal standards to optimize customer experience and improve overall performance. Oversees enforcement of airport rules, regulations, and standards that govern the terminal operations of the Airport. Maintains all records, reports, and logs, as required. Serves as the primary point of contact for public and common use terminal-related operations between AVL and airport stakeholders in coordination. Creates comprehensive and concise instructions/procedures/directives in both oral and written form. Assists in employee development, creates work schedules, and assigns, tracks, and inspects work for quality, effectiveness, and cost. Creates and updates policies and procedures and make recommendations for improvements in customer service, security, safety, and efficiency.
2. Manages the programs necessary to operate and maintain Asheville Regional Airport's passenger facilitation systems including, but not limited to, Airline Common Use systems, gate scheduling system, airport operational data base (AODB), crowd control monitoring systems, aircraft parking spaces, ticket counters, baggage claim/make-up units, visitor pass systems; and other systems and platforms to ensure the safe, secure, and efficient flow of passengers throughout the facility. In coordination with Air Service Development and Business Development/Properties, develops and enforces standards for common-use facilities at the airport to provide a positive customer experience. Coordinates with the airport and airline IT departments for implementation and operation of passenger facilitation systems. Conducts training assessments, identifies training needs and sources, develops training plans, and oversees training programs related passenger facilitation system for airport employees and tenants. Ensures department training and compliance with federal, state, and local regulations and Greater Asheville Regional Airport Authority ordinances and directives.

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3. Responsible for the maintenance of gate, ticket counter, and baggage/makeup unit usage records and statistics in support of the common-use standards, airline operating and space use agreement, ordinances, and lease agreements. Ensures proper notification, distribution, and compliance with various entities of the gate use and aircraft parking procedures and related rules, directions, and notices. Oversees the monitoring and review of commercial air carrier schedules to determine aircraft gate and parking availability to prevent conflicts in gate assignments; oversees resolution of scheduling conflicts as well as review and approval of charter flight requests and provisioning of gate assignments and remain overnight (RON) parking assignments. Collaborates with Air Service Development to support airport business goals. Prepares and provides reports to Finance and Business Development/Properties for billing.
4. Manages the service contract for airline gate scheduling. Works with the contractor to develop budgets, determine resource allocation, performs audits, and ensures billing and contract payment approvals. Oversees any other tasks associated with the program including RFP development, scope adjustment, and asset management.
5. Collaborates and coordinates with airport tenants, stakeholders, and other Airport departments to ensure the continuity of the airport operations and federal compliance. Ensures work is in compliance with FAA Part 139 and TSA Part 1542; identifies hazards and implements mitigation strategies. Maintains effective working relationships with internal and external stakeholders, tenants, and the public, ensuring exceptional customer service. Coordinates with airport tenants and stakeholders for impacts to operations. Supports and actively participates with internal and external work groups and other airport departments to develop plans of action and response to various issues including but not limited to, system outages, contingency plans, construction, airport capacity and response, and rule enforcement. Assesses current and prospective terminal-related equipment, technology, and procedures to improve the airport's overall efficiencies and implements the changes.
6. Responds to and participates in airport emergencies and irregular operations, establishes priorities, and makes timely decisions under stressful conditions to emergencies and incidents of various size, scope, and scale. Takes charge until relieved by a higher authority. Coordinates and assists the airport and airline response efforts in emergency and irregular operations and incident recovery. Serves as Section Chief in the Airport Emergency Operations Center or Branch Manager for incident command. Ensures that response follows Airport Emergency Plan (AEP) and standard operating procedures and follows the National Incident Command Systems (NIMS) protocols. Reacts quickly, calmly, and exercises independent judgement and initiative to protect persons, property, and ensures compliance. Conducts and participates in required emergency response training and exercises related to airport operations, emergencies, and security.

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7. Coordinates with Marketing & PR, Air Service Development, Business Development/Properties, Guest Services, airport terminal tenants, stakeholders, and the public for passenger-related activities and impacts to terminal operations. Supports and actively participates with internal and external work groups to provide information, services, plans, procedures, and resources that directly support AVL customers and tenants. Works collaboratively with other airport departments to assess current and prospective customer service-related technologies and equipment to improve overall passenger facilitation and optimize customer experience. Responds to stakeholder and customer disputes, complaints, and requests for information.
8. Assists with budget projections, develops cost estimates, and assists in preparing departmental budget. Prepares bid specifications, plans and purchases equipment, materials and tools necessary for the department. Leverages contract providers for support, orders, and bid specifications. Participates in short-and long-range planning for airport and airline operations, facilities, and needs.
9. Other duties, as assigned.

Education Requirements:

- Bachelor's degree in aviation management, business or operations.
- Associate's degree in aviation management, business or operations; and any combination of education and relevant work/industry/military/job specific experience that produces the required knowledge, skills, and abilities to successfully perform the essential job duties/responsibilities.

Experience Requirements:

- Minimum 3 years of related work experience required.
- Supervisory or management experience or any combination of education and experience that produces the required knowledge, skills, and abilities is required.
- Experience and/or training in airport or airline operations, required.

Licenses/Certifications/Training Required:

- NIMS/ICS Certifications, obtained within 6 months of employment.
- Current and valid driver's license.

Knowledge, Skills and Abilities:

- Considerable knowledge of the practices and techniques used in passenger and airline facilitation, processing, and support systems, customer service, airport and airline operations, and irregular operations at an airport.

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- Considerable knowledge of airport security requirements, airport operations, hazards, and safety precautions.
- Knowledge of applicable federal regulations including FAR Part 139, TSR Part 1542, NIMS/ICS.
- Knowledge of GARAA ordinances, rules and regulations, directives, and standard operating procedures.
- Skills to communicate effectively orally and in writing.
- Skills to efficiently manage multiple priorities, tasks, and staff for Communication Center operations.
- Skills to effectively lead and motivate a diverse staff.
- Skills to develop creative new programs and activities.
- Customer service and interpersonal skills.
- Effective organizational and computer skills.
- Ability to prepare and effectively maintain budgets and budgetary controls.
- Ability to actively pursue and develop new ideas, methods and procedures to meet changing situations.
- Ability to evaluate and make comprehensive recommendations to resolve operational/facility problems and/or malfunctions.
- Ability to establish and maintain effective working relationships with internal and external stakeholders, airport tenants, federal partners, co-workers and the public, and represent the airport in a positive and professional manner.
- Ability to respond calmly and effectively in emergencies, and effectively manage sensitive, stressful, and tense situations.
- Ability to demonstrate initiative, creativity and innovative thinking in a rapidly changing work environment.

Supervisory Responsibility:

- Works under the general supervision of the Vice President of Operations & Maintenance.
- Oversees the gate scheduling contract.

Latitude/Independent Judgement/Accuracy:

- Operates with individual latitude and performs contract administration.
 - Utilizes independent judgement in making decisions on a routine basis involving airline operations, schedules, and capacity at the airport.
 - Responsible for making decisions based upon sound judgement, knowledge of organizational policies and procedures with a high degree of accuracy.
 - Position warrants considerable independence and initiative in decision making.
 - Position requires a high level of technical accuracy, as the level of impact resulting from errors could have a long-term negative effect, both economically and politically.
 - Inaccurate work could result in lost revenue and/or increased expenses to the Authority.
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- Diligence must be exercised when handling sensitive security information.

Working Conditions:

- Requires frequent bending, twisting, stooping or turning.
- Occasional lifting up to 25 pounds is necessary.
- Must be able to drive to various locations on and off airport premises.
- Subject to inside and outside environmental conditions, including extreme hot and cold weather, noise, physical hazards, and narrow passageways.
- Work hours may vary as needed to meet operational requirements.
- This position requires on-call work.

General Information:

- This is an exempt position.
- This position is deemed essential.
- Primary job functions require in-person/on-site work.
- This position is subject to call-back work and holiday work.
- Must successfully pass and maintain an active Security Threat Assessment (STA) and Criminal History Records Check (CHRC). Certain convictions will disqualify individuals from unescorted access privileges and therefore exclude from employment.