

GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY

POSITION DESCRIPTION

POSITION TITLE: Vice President of Operations & Maintenance	DATE: 10/01/2026
DEPARTMENT/TITLE OF SUPERVISOR: Operations/Chief Operations Officer	GRADE/LEVEL: 25 (Exempt)

Position Summary (Primary Function)

This position serves as a member of the senior leadership team and provides both strategic and tactical leadership of Airport Operations, Safety, Maintenance and Custodial departments for the Greater Asheville Regional Airport Authority (GARAA). Directs and manages the day-to-day functions of 24/7/365 airport operations and maintenance at Asheville Regional Airport (AVL), ensuring the Airport meets all regulatory compliance in accordance with federal, state, and local regulations. Provides effective leadership to reporting departments, establishing standards and productivity goals with clear measurements. Requires effective skills to lead and motivate a diverse staff, exercises considerable independent judgement and initiative, and maintains effective working relationships with stakeholders and the public. Under emergency situations, reacts quickly and calmly to protect persons, property, and ensures compliance. As a senior leader, is expected to uphold and model the organization's mission, vision and core values: Forward, Integrity, Empathy, and Welcome.

Position Responsibilities (Essential Functions)

- Serves as a member of the senior leadership team providing strategic direction for multiple departments including Airport Operations, Safety, Maintenance, and Custodial, while ensuring safe, efficient, compliant, and customer-focused operations. Plans, directs, coordinates, and evaluates airport operations, safety, facilities and maintenance, environmental programs, and capital improvement initiatives. Develops and implements organizational goals, policies, directives, operating procedures, performance measures, and strategic action plans to support the Authority's Mission and Strategic Plan. Analyzes complex operational issues, assesses organizational risk, makes sound decisions, and implements effective solutions during both routine and emergency situations. Coordinates cross-functional activities among Authority departments to ensure efficient operations and successful completion of strategic initiatives and capital projects. Makes comprehensive recommendations to operational problems which will improve the safety, quality, and productivity of the work performed.
 - Directs and manages the day-to-day functions of 24/7/365 airport operations at Asheville Regional Airport (AVL), ensuring the airport meets all regulatory compliance in accordance with federal, state, and local regulations. Ensures operations, personnel, and programs meet federal requirements to operate as a Category II Commercial Service Airport, overseeing programs for 49 Code of Regulations (CFR) Part 1542 and 14 CFR Part 139. Ensures the Airport follows all Advisory Circulars, National and Emergency Amendments, Security Directives, and any other regulatory requirements. Ensures that the Airport maintains an FAA-approved Airport Certification Manual and its operating certificate. Ensures that the TSA-approved Airport Security Program (ASP) is in compliance and enforced. Ensures compliance with all Occupational Safety and Health Administration (OSHA) and environmental regulations. Occupies a significant role in ensuring the safety and security of persons and property at the Airport.
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- Responsible for the safe, efficient, and reliable operation of all airport-related facilities and systems, including automated airport systems and equipment, mechanical, electrical, electronics, plumbing, aircraft boarding bridges, security/access control, fire detection and protection, baggage handling systems, HVAC systems, building, grounds, airfield, and fleet maintenance including all Authority owned vehicles and heavy equipment. Oversees preventative maintenance programs, monitoring and reviewing life cycle costs, asset replacement and refurbishment, utility costs and resource management. Reviews and makes recommendations for airport planning and development projects, and operational and capital improvement programs.
 - Provides effective leadership to the Airport Operations, Safety, Maintenance, and Custodial departments, establishing standards and productivity goals with clear measurements. Oversees the professional development of staff to support their overall engagement, development, and goal achievement. Ensures all staff have proper training and tools to effectively and efficiently perform their duties. Mentors, motivates, and leads assigned employees in alignment with GARAA Vision, Mission, and Core Values. Participates in recruitment, hiring, on-boarding, training, coaching, counseling, disciplinary and termination processes of staff. Ensures compliance with all GARAA rules, regulations, policies and directives. Delivers employee performance reviews by established dates. Formulates comprehensive and concise instructions/procedures/directives in both oral and written form. Develops, administers, and monitors operating and capital budgets, contracts, procurement activities, and organizational resources. Prepares requests for proposals, reviews contracts, and monitors deliverables. Requisitions materials, supplies, and equipment. Leverages contract service providers to support operational goals, maintain desired service levels, and takes action, when needed. Assists in the development of the GARAA Strategic Plan.
 - Collaborates and coordinates with airport tenants, stakeholders, and other Airport departments to ensure the continuity of the airport operations and federal compliance. Establishes and maintains effective working relationships and represents the Authority in meetings, negotiations, emergency response activities, and industry organizations while exercising sound judgement, professionalism, and discretion. Communicates effectively, both orally and in writing, including presenting information to executive leadership, Authority Board, regulatory agencies, and other stakeholders.
 - Responds to and participates in airport emergencies, snow removal activities, and irregular operations. Establishes priorities and makes timely decisions under stressful conditions during emergencies and incidents of various size, scope, and scale. Responds to the Airport Emergency Operations Center and serves as Section Chief or Emergency Operations Center Commander. Ensures that response is in compliance with Airport Emergency Plan (AEP), standard operating procedures, and follows the National Incident Command Systems (NIMS) protocols. Reacts quickly, calmly, and exercises independent judgement and initiative to protect persons and property. Ensures compliance with all federal, state, and local regulations. Formulates and enacts plans for incident recovery and return to normal operations. Oversees all training and exercises, ensures they are in compliance with regulations, and ensures participation from all GARAA employees and stakeholders.
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- Enforces airport ordinances, rules and procedures through issuance of violation notices, and determines resulting disciplinary measures and/or fines. Ensures airport operations and maintenance is in compliance with leases.
- Other duties, as needed and/or assigned.

Education Requirements (Evaluation Factors: Skills, Education, Experience, and Ability)

- Bachelor's Degree in Aviation Management, Business Administration, or Operations, required.
- Master's degree, preferred.

Experience Requirements

- A minimum of ten (10) years' of professional experience in airport operations and/or airport maintenance, with at least five (5) years' in a relevant management or senior leadership position.
- Experience and/or training in FAR Part 139, required.

Licenses/Certifications/Training Required:

- American Association of Airport Executives (AAAE) Certified Member (C.M.) or Accredited Airport Executive (A.A.E.), preferred.
- NIMS/ICS Certifications, obtained within 6 months of employment.
- Current and valid driver's license.

Knowledge, Skills, and Abilities

- Comprehensive knowledge of each aspect of airport operations, safety, custodial, and maintenance departments to ensure the validity of strategic decision making while considering the operational feasibility of said decisions.
 - Comprehensive knowledge of applicable Federal Aviation Regulations and Transportation Security Regulations that govern a commercial service airport.
 - Comprehensive knowledge of airport security requirements, airport operations, airport maintenance, hazards, and safety precautions.
 - Knowledge of federal and state environmental and storm water requirements.
 - Extensive organizational, strategic and critical thinking, application and reasoning skills.
 - Skills to effectively lead and motivate a diverse staff, manage multiple departmental departments and personnel with specialized trade skills engaged in a variety of activities.
 - Skills to communicate effectively orally and in writing.
 - Customer service and interpersonal skills.
 - Ability in the preparation of strategic budgets and budgetary controls.
 - Ability to make comprehensive strategic recommendations to operational problems which will improve the safety, quality and productivity of the work performed.
 - Ability to research, interpret, and prepare a variety of directives, procedures, reports, presentations, and detailed documents.
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- 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.
- Ability to manage multiple activities and projects and to communicate status of each.
- Ability to read and interpret detailed information (i.e., service agreements, contracts, financial reports, etc.).
- Ability to prepare and present clear and concise reporting to senior leadership and the Authority Board, including executive presentations.
- Proficiency in Microsoft Office products.
- Ability to provide administrative and professional leadership and direction to subordinate staff.

Supervisory Responsibility

Responsible for the direct supervision of the Operations Manager, Terminal Operations Manager, Maintenance Manager, Safety & Special Projects Manager, and Custodial Manager. Responsible for team performance, professional development, and succession planning. Coordinates with external consultants and managed service providers as needed.

Reporting Relationship

Reports directly to the Chief Operations Officer (COO). Serves as a member of the senior leadership team. Works closely with all GARAA departments and tenants of the airport including but not limited to airlines, TSA, FAA, rental car agencies, concessionaires, and external partners and vendors.

Latitude/Independent Judgment/Accuracy

- Position warrants considerable independence and initiative in decision making regarding the Operations, Safety, and Maintenance functions of the Authority.
- 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.
- Strong sense of discretion and confidentiality required.
- Inaccurate work could result in lost revenue and/or increased expenses to the Authority.

Sensory Requirements

- Color distinction
 - Peripheral, near and distance vision
 - Depth perception
 - Smell
 - Touch
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- Hearing

Working Conditions

- Requires bending, twisting, stooping or turning.
- Occasional lifting up to 20 pounds is necessary.
- Must be able to drive to various locations on and off airport premises.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Subject to inside and outside environmental conditions, including extreme hot and cold weather, noise, physical hazards, and narrow passageways.
- The person in this position is typically exposed to the routine pressures and stress associated with the operation of a public airport facility and goals, deadlines, and changing requirements that may be experienced on a routine basis.

General Information:

- Primarily works M-F but supervises a 24/7/365 staffed operation. Hours may be changed for operational requirements. Work required at other times for supervision, training, special events, irregular operations, inclement weather, and emergencies.
 - This position is subject to call-back work and holiday work.
 - Subject to emergency call backs for work.
 - Some out-of-town travel is required.
 - This position is deemed essential.
 - Primary job functions require in-person/on-site 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.
 - Must obtain and maintain Movement Area Driver's endorsement within 90 days of employment.
 - This position must have a valid driver's license at all times and be able to drive to various locations, on and off-airport premises.
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