



**TITLE OF JOB: Terminal Director of Operations**

**LOCATION: New York Metro Area**

**POSTED: August 2019**

**SUMMARY:**

An innovative, growing airport hospitality company is seeking a Terminal Director to help lead operations at one of their high volume airport terminals. The Terminal Director is accountable for driving business results in support of operational and financial goals, initiating and leading operational changes, and assisting Team Leader/General Managers in implementing changes that bring positive results and drives the improvement of daily operations at the Terminal.

**RESPONSIBILITIES:**

- Facilitate company daily stand-up meetings
- Host weekly terminal call with operations and support departments
- Direct support of terminal operations, culinary, warehouse, and additional departments. Provide strong leadership to direct and indirect reports.
- Inspire and motivate team members to take action, drive operations excellence, and develop a strong team
- Design or participate in the design and establishment of organizational structures and staffing to accomplish the company goals and objectives
- Evaluates the performance of direct reports, promotes staff training and development, provides assistance in analyzing and resolving complex issues
- Attend airline partner or airport daily meetings
- Hold weekly one on one meetings with all Operations Managers and direct reports
- Hold weekly one on one with Facilities Director to ensure all equipment and facilities are up to company standards
- Daily terminal walks to focus on business operations, organization, staffing and facilities
- Partner with Badging to ensure all current requisitions are being allocated to the units

**REQUIREMENTS:**

- 7+ years of General Manager (or higher) experience in a high-quality, high volume, multi-unit hospitality environment
- Bachelor's Degree or equivalent experience in Hospitality, Business, or Culinary Arts
- Demonstrated results creating a high-performance workplace through cultural leadership
- Strong self-accountability, takes action on what needs to be done, and produces results
- Innovative mindset, challenges the status quo, demonstrates creative thinking abilities
- Proficient knowledge of P&L, budgeting and forecasting
- Excellent verbal and written communication skills, listens to team members, and communicates the right message at the right time

**SALARY & BENEFITS:**

**Strong compensation and benefits package for qualified candidates.**

**FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:**

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