GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Capital Projects - Finance

Department: Finance | Date: March 13, 2023

Title of Immediate Supervisor: Assistant Vice President, Finance (Construction) | Pay Level: L29

POSITION SUMMARY: Responsible for the day to day management of the Construction Finance Oversight Committee (CFOC) meeting process through various tasks, including analyzing budget status worksheets, managing monthly reports, maintaining project files, preparing meeting minutes, updating tracking logs, collaborating with financial consultants, managing meeting agendas and materials, attending committee meetings, facilitating quorum presence, and distributing signed, approved meeting minutes for acceptance by the Greater Orlando Aviation Authority (Aviation Authority) Board.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the monthly reports for programs with CFOC Program Budget Status Worksheets, update the worksheets with the latest monthly information, and modify them as needed to account for CFOC items that have not yet been posted in Oracle.
- Perform comprehensive analysis of the CFOC Program Budget Status Worksheets, comparing them against Oracle month-end reports, Program Control Documents, and Budget vs Commitment vs Pending reports (where relevant), to identify and rectify any discrepancies.
- Prepare Board memos related to CFOC agenda items by conducting research, and gathering relevant information ensuring accuracy and completeness.
- Manage the Projects Created Each Fiscal Year, report and maintain the Projects Created file by updating it on a regular basis to identify Start-Ups that require CFOC review and approval.
- Prepare accurate and concise meeting minutes of the previous CFOC meeting for consideration by the Committee.
- Manage the CFOC Tracking Log by updating it with Oracle posting dates on a regular basis.
- Collaborate with financial consultants by distributing updated CFOC Program Budget Status Worksheets for Estimates of Completion (EACs) to be added.
- Manage the preparation of the meeting agendas, distribution of meeting materials in advance, and ensuring that all necessary materials are available for the meeting.
- Attend the CFOC meeting and providing administrative support to ensure that the meeting runs smoothly.
- Facilitate committee meetings by ensuring that a quorum is present through timely email communication with committee members.
- Manage the distribution of signed, approved meeting minutes by posting them in SharePoint and submitting them to Board Services for acceptance by the Aviation Authority Board. Ensure that the CFOC agenda is also promptly posted in SharePoint as 'Final' after the meeting.
- Identify potential funding sources for projects as needed.
- Verify that agenda requirements are met, and interpret requests.
- Perform continuous business process analyses and recommend improvements. Maintain Business Continuity Plan documents; upload new relevant information/documentation.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Accounting, or closely related field, and five (5) years of work experience to include project administration, query/report building in relational databases, and the fundamentals of cost accounting, or an equivalent combination of education, training and experience. Experience in an airport or other public sector environment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong analytical skills and attention to detail to identify and rectify discrepancies.
- Proficiency in using financial software such as Oracle and Excel to manage and update reports.
- Knowledge of project management and ability to maintain files and update them regularly.
- Strong communication skills and ability to take accurate meeting minutes.
- Familiarity with database management and ability to update tracking logs regularly.
- Collaboration skills and ability to work effectively with financial consultants.
- Strong organizational skills and ability to prepare meeting agendas and materials.
- Administrative skills and ability to provide support to ensure that the meeting runs smoothly.
- Communication skills and ability to communicate effectively with committee members to ensure their timely attendance.
- Knowledge of SharePoint and ability to manage the distribution of meeting minutes and agenda to relevant stakeholders.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- N/A

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority.
- Determining which information from the previous meeting needs to be included in the meeting minutes to accurately reflect the proceedings and decisions made.
- Analyzing financial reports and identifying any discrepancies, determining appropriate steps to rectify them, and communicating findings to the relevant parties.
- Deciding on the best approach to maintain the Projects Created file, such as determining how often it should be updated and ensuring that it is accurate and up-to-date.
- Deciding on the best approach to manage the distribution of signed, approved meeting minutes, such as choosing the appropriate channels for distribution and ensuring that they are submitted to Board Services in a timely manner.
- Identifying the necessary materials and distributing them to the committee members in a timely and organized manner to ensure an effective meeting.
- Making decisions on how to provide administrative support to ensure that the meeting runs smoothly, such as coordinating with other staff or resolving any technical issues that may arise.
- Deciding on the appropriate communication methods to ensure that a quorum is present and committee members are informed about meeting logistics.

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APPROVAL SIGNATURES:

Immediate Supervisor	Date	Deputy Chief Finance Officer	Date
Chief Financial Officer	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: Professional
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Projects Control

Department: Finance

Date: March 13, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
10 Key Calculator			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Deputy Chief Finance Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations – BHS/GSE

Department: BHS/GSE Division | Date: February 21, 2020

Title of Immediate Supervisor: Assistant Director, Airport Operations – BHS/GSE | Pay Level: L29

POSITION SUMMARY: Manage the Greater Orlando Aviation Authority's (GOAA) Baggage Handling System (BHS) and Ground Service Equipment (GSE) operations and facilities. Assist in the development of, and responsible for, the execution of all plans and procedures developed. Provide guidance to and supervision of staff, maintaining safe, secure and orderly operations. Assist with maintaining a program that provides excellent customer service and safety while meeting fiscal goals.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Overall responsibility for the daily operation of the Baggage Handling System (BHS) and Ground Service Equipment (GSE).
- Monitor, oversee and evaluate BHS/GSE staff and contracted personnel with emphasis on levels and standards of service, safety, schedules, frequency of service, productivity, regulatory compliance, quality control and personnel utilization.
- Manage, update and evaluate the effectiveness of contingency plans to be used in the event of equipment failure, emergency, etc.
- Administer the Airport Operations – BHS / GSE contracts to maintain optimal performance of the BHS, Passenger Boarding Bridges (PBBs), Pre-Conditioned Air (PCA), Potable Water and Ground Power Units (GPU). Makes sure equipment is properly maintained and that equipment availability, reliability, and operating efficiency are maximized. Manage contract compliance for on-site operations, maintenance and repair of the BHS, PBBs, and related GSE.
- Assist in the development, preparation, writing, reviewing, interpreting and enforcing contract language and procedures, as needed. Develop contract scope and assist in bidding and awarding of service or supply contracts.
- Serve as liaison with the Transportation Security Administration (TSA), airline tenants, internal departments and service providers to maintain seamless operations and communications within BHS Division.
- Identify operational trends and deficiencies in operations and implement solutions to improve performance and reliability. Continuously evaluate procedures and practices, and recommend and implement changes.
- Develop the Authority's BHS / GSE asset replacement plan, to include assets in the BHS, PBBs, PCAs, and other GSE equipment. Prepare, update, research and recommend plans for long- and short-term equipment/systems refurbishment, upgrades, replacement or expansion to minimize downtime and maximize system availability/reliability.
- Coordinate Construction, Purchasing, and Planning processes to validate new equipment is approved and appropriately maintained at all times after acceptance.
- Oversee daily maintenance operations and major improvements or expansion of systems, to include the PBBs, BHS equipment, etc. Verify that maintenance/equipment inspections are performed, repair orders are initiated, and appropriate repairs are being completed. Instill and utilize within team Predicative Maintenance practices and trend analysis to proactively identify operational risk and implement corrective actions.
- Audit the contractor's inventory control to include spare part inventory. Effectively utilize Maximo to track equipment asset repair cost/history, downtime, operational status, and other relevant information per contract requirements and Authority needs. Confirm accuracy of resulting reports and data, verify work orders are created/tracked/closed out expediently, and all assets and expenditures are captured. Conduct research and provide analysis of equipment/system downtime, capacity, etc., and develop/recommend solutions.
- Develop and implement an ongoing Quality Assurance / Continuous Improvement program, verifying applicable metrics are in place to track contractor performance and equipment reliability.

- Assist in administering the BHS/GSE operating budget. Identify, prepare and support related capital funding requests and expend funds to accomplish the work. Validate or authorize staff validation of project costs, repair estimates, and additional work requests outside of the contract scope. Provide final verification and approval of contractors' pay requests/invoices.
- Supervise employees in assigned areas. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise higher management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Manage and document weekly contractor coordination performance meetings to discuss and evaluate outstanding issues and customer/tenant concerns.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and six (6) years of experience in an airport/airline operations, or maintenance environment with contract administration, budget management, and related operations experience, or an equivalent combination of education, experience and training. Three (3) years supervisory experience required. Experience with a Computerized Maintenance Management System (CMMS) such as Maximo preferred. Experience with Programmable Logic Controllers, baggage sortation systems (mechanical operation and controls / logic) and Passenger Boarding Bridge operation preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Advanced knowledge and experience in maintaining contract compliance, monitoring and enforcing contract provisions
- Familiarity with Transportation Security Administration Regulations, with emphasis on TSAR 1542
- Knowledge of project scheduling, efficient time management, contract monitoring, and use of communication devices required
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Knowledge and strong use of Microsoft Office programs: Excel, Word, PowerPoint required, Computerized Maintenance Management System (CMMS) preferred
- Working knowledge of contract language, enforcement of contract requirements, and resolution of contract disputes
- Efficient time management and implementation skills
- Excellent oral and written communications skills
- Demonstrated excellent interpersonal and customer service skills with the ability to function effectively in a diverse work place
- Demonstrated supervisory and management skills, strong leadership and team building ability
- Ability to become subject matter expert on maintenance and operation of BHS/GSE systems
- Knowledge of Oracle Financials System and contract management system desired
- Demonstrated analysis and problem resolution skills
- Must be able and willing to work both standard and non-standard work schedules, including weekends, holidays, special events, and unusual events such as meteorological conditions and emergencies, to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver’s license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five (5) employees, indirect supervision of approximately 25 employees and oversight of contracted personnel.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Operational decisions and input into policies that affect the day-to-day operations of the airport
- Work independently with minimal supervision or direction
- High level of latitude in initiative, judgment and authority
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, and hire, transfer, promotion and termination of staff.

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APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations - BHS

Department: BHS/GSE Division

Date: February 21, 2020

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			2
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes				X		2
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Rental Car Concessions

Department: Concessions | Date: January 24, 2023

Title of Immediate Supervisor: Vice President, Concessions | Pay Level: L29

POSITION SUMMARY: Manage a world-class rental car agencies agreement program for the traveling public, maintaining a convenient and comfortable experience for passengers at Orlando International Airport. Responsible for generating maximum revenues from airport tenants and users consistent with the Greater Orlando Aviation Authority's (GOAA) concession policy. Oversee day-to-day operations of the Rental Car Leasing program.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage all aspects of rental car concession and related agreements and provide daily oversight of on-site rental car operations.
- Evaluate new opportunities for rental car concessions and leasing services. Examine space and need and develop Request for Proposal (RFP) documents. Coordinate evaluation of proposals by finance, small business, legal, etc. Develop review for the Concession Procurement Committee (CPC), including minimum acceptable fees. Prepare draft Board agenda items for CPC recommendation. Review plans for expiring leases, develop contract amendments in conjunction with legal counsel as required. Confirm effective policies are in place for RFP process. Assist in negotiations for Rental Car contract renewals
- Continuously analyze North and South Terminal Complex master planning. Propose any improvements and enhancements available in the market place to GOAA executives. Keep up to date with national and international Rental Car concession market trends.
- Establish procedures for monitoring and follow-up of tenant payment performance, contract bond/letter of credit, insurance requirements. Oversee the maintenance, monitoring and reporting of revenue and performance statistics for tenants. Maintain financial data related to tenant performance and coordinate with the Finance Department regarding concessionaire billing and payment issues.
- Coordinate tenant and concessionaire construction projects with other departments and outside consultants. Work with planners and architects to prepare space and coordinate tenant work in finishing space.
- Overall responsibility for procuring available opportunities on time without delay or without leaving empty or dark spaces to the extent possible and optimal.
- Analyze technology trends and opportunities for Rental Car concession program and spaces.
- Work with any concessions consultants to strive for parity between the North and South Terminals.
- Prepare items for Concession/Procurement Committee and Design Review Committee approvals.
- Prepare items for presentation by an executive to the Aviation Authority Board.
- Verify maintenance of contract documents, lease records and permits for all tenants are in compliance with GOAA policies
- Establish and is responsible for compliance procedures for all aspects of contractual requirements.
- Periodically analyze Concessions Policy for suggestion of relevant or optimal revisions consistent with GOAA's vision and Rental Car industry standards.
- Oversee performance evaluation process for areas of responsibility. Manage approval of time sheets in electronic timekeeping system
- Prepare budgets for the related portfolio.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelors Degree in Accounting, Business Administration, Finance, Retail Management or a related field, and four (4) years related experience with increasing responsibility in middle/senior management positions at airport, airline, or other aviation-related business, or an equivalent combination of education, training and experience. Experience in rental car concessions management preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of current industry policies and practices relating to aviation Concession management
- Demonstrated entrepreneurial skills; initiative in formulating and implementing revenue development plans for aviation concession facilities
- Demonstrated ability to prepare and assemble financial analyses and business plans
- Knowledge of contracts and contract negotiation and management
- Demonstrated ability to supervise, motivate, and develop staff to achieve departmental and GOAA goals.
- Experience in commercial, real estate, property management, marketing, and rental car concessions
- Ability to communicate effectively verbally and in writing; interact effectively with all levels of GOAA staff, legal, financial, management and planning consultants as well as representatives of local, state and federal government agencies, and make effective recommendations to senior management
- Ability to read and interpret architectural plans and complex concession documents
- Ability to effectively manage multiple projects simultaneously

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, minimal supervision
- Extensive latitude in initiative, judgment and authority
- Negotiate, draft and interpret contracts and requests for proposal

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APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Administrative Officer Date

Vice President, Human Resources

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Rental Car Leasing

Department: Concessions Date: January 10, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs				X		1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Administrative Officer Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Manager, Maintenance Contracts

Date: September 26, 2017

Department: Maintenance

Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Director, Maintenance

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POSITION SUMMARY: Responsible for the performance of assigned contracts, systems, and equipment including but not limited to Fleet Management/Motor Pool, Automated People Mover Systems (APMs), Elevators, Escalators/Moving Sidewalks, Life Safety, Interiors, Landscaping, Roofing, etc. Monitor contractor compliance with contract requirements, and maximizes system/equipment availability, reliability, efficiency, and safety. Overall responsibility for 24/7 operations.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every task, which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Monitor that contractors performance is in compliance with all contract requirements, coordinate contractor activities so there is minimal disruption and risk to the tenants and public. Perform routine site inspections of assigned areas to verify required services are being completed. Verify and approve contractor's pay requests/invoices, or authorize those approved by staff. Serve as Authority's Authorized Representative (AAR) for the performance of contracts as assigned.
- Conduct research and provide analysis of equipment/system downtime, capacity, etc. Provide advanced scheduling, project coordination, and support for related interdepartmental projects.
- Write and administer new contracts, negotiate modifications to existing contracts. Interpret contract language and train staff in applicable terms, conditions, and remedies for non-compliance.
- Provide supervision, leadership, direction and training to management and/or technical staff assigned to the contract inspection/compliance activities. Establish work practices, provide oversight, maintain employee records, conduct or authorize performance reviews, effectively train staff. Recommend disciplinary action as necessary, participate in the interviewing and selection process.
- Investigate problems and develop solutions in areas of responsibility. Continuously evaluate procedures and practices, making recommendations to upper levels of management for achieving high quality and quantity of work at the most reasonable cost.
- Overall responsibility for short- and long-term plans for future replacements, upgrades, and/or refurbishments of equipment/systems/vehicles that result in minimal downtime and maximum system availability/reliability. Plan, prepare, and budget for equipment/system/vehicle obsolescence, replacement, enhancement and upgrade. Identify, prepare and support capital funding requests for equipment and system replacement or refurbishment. Validate project costs, repair estimates, and additional work requests outside of the contract scope.
- Project Manager for assigned projects. May include review technical specifications; draft scope of work; review contracts, addendums, amendments; set up contractor; schedule required meetings; manage payments, etc.
- Responsible for the development and administration of O&M and capital budget for assigned areas.
- Establish and maintain records and reports as required/appropriate for areas of responsibility. Input and track appropriate data; establish, maintain, generate and distribute records and reports as required. Maintain reports in a variety of databases, which, depending on area of assignment, may include Microsoft Office, Maximo, Oracle, etc.

RESPONSIBILITIES (continued):

- Review, evaluate, and respond to accidents/injuries related to equipment under contract and serve as Authority's representative in settlement proceedings.
- Monitor compliance with applicable federal, state, and local codes; established maintenance and safety standards; FAR, FAA, and Security regulations while operating on the Airport Operating Areas (AOA). Responsible for timely submission of required compliance reports to the FDOT and State of Florida.
- May be assigned responsibility for the Authority's vehicle fuel program, ensuring fuel is available at all times.
- Develop and train employees in emergency procedures specific to assigned equipment and programs. Update and submit safety documentation as required. Remain current on all GOAA emergency response procedures.
- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Business Administration, Engineering, or a closely related field, and six (6) years experience in an operations and maintenance organization to include managing multiple projects/contracts and technical expertise in assigned areas of responsibility or an equivalent combination of education, training and experience. Airport experience preferred.

Experience may be required in specific areas such as fleet management, automated people mover systems, elevators, escalators or moving sidewalks, life safety, landscaping, roofing, etc. Knowledge of mechanical equipment and systems, heavy equipment, fire apparatus and emergency response vehicles is preferred for some contracts. Supervisory or demonstrated leadership experience is required.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of federal, state, and local codes in assigned areas of responsibilities.
- Ability to read and interpret technical drawings and information, comprehend complex systems and develop a logical approach to dealing with technical problems.
- Ability to provide leadership and effective supervision to both management and technical staff.
- Ability to maintain professionalism and diplomacy at all times while interacting with Aviation Authority management, employees and contractors
- Computer skills with proficiency in Microsoft Office suite and scheduling software required; experience with a CMMS system (Maximo preferred) and/or Auto CAD desired.
- Strong in the areas of reliability, accuracy, organizational and problem-solving skills.
- Ability to work independently.
- Excellent oral and written communication skills, ability to write technical specifications and contract documents.
- Working knowledge of heavy equipment and specialized training in repair and maintenance of fire apparatus and/or emergency response vehicles may be preferred.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervises approximately four-five (4-5) employees, depending on assigned contracts

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works very independently with little supervision or direction
- Substantial latitude in initiative, judgment

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Department Director	Date
Senior Director, Human Resources and Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Manager, Maintenance Contracts
Department Maintenance
Date September 26, 2017
Section 631

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.					X	1
B. __ 21-50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Transportation via department vehicle		X				3
Depending upon area of assignment, may be required to drive all GOAA vehicles					X	3
General office equipment (computer, copier, fax, etc.)				X		3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, IT Infrastructure

Department: Information Technology | Date: September 5, 2019

Title of Immediate Supervisor: Chief Information Officer | Pay Level: L33

POSITION SUMMARY: Responsible for the overall operations and oversight of the Greater Orlando Aviation Authority's (GOAA) data and voice networks, servers, storage and communications infrastructure. Develop, implement and manage GOAA's network, server, storage, voice, and data infrastructure. Support a mid-sized local-area network (LAN) in a campus environment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage and facilitate the direction of the IT Infrastructure section to provide effective support and service for GOAA's operations.
- Coordinate the planning, engineering, and utilization of GOAA's voice and data systems to maintain maximum efficiency and operational performance within budgetary limits.
- Serve as the liaison with other GOAA departments and committees to make sure that the information technology infrastructure concerns and requirements are addressed during all phases of a project, including planning, design, development and construction. Provide counsel and solution options to construction and engineering team relative to project issues.
- Approve testing of system modifications before implementing modifications on the production system.
- Coordinate and manage the installation, relocation, maintenance, and repair of network servers, interface hardware, routers, switches, firewalls, communications infrastructure, and peripheral equipment.
- Responsible for the coordination of software or hardware vendor support calls and applicable transfer of knowledge to appropriate staff members.
- Review emerging technologies and standards.
- Establish network and system usage policy for GOAA.
- Verify that backups are completed successfully, stored in the appropriate fashion and documented for other staff members. Manage the restoration of system software, GOAA data and applications on an as needed basis.
- Confirm that the data and voice networks perform adequately.
- Collaborate with management in the preparation of the IT Infrastructure budget.
- Prepare and maintain resource loaded schedules of activities and milestones.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Computer Science or related field and ten (10) or more years of relevant experience in a medium to large enterprise, or an equivalent combination of education, training and experience. Five (5) or more years of medium to mega airport experience is preferred. Experience with the current GOAA network components and network packet analysis tools required. Experience with GOAA's currently used network management software is highly desired. Supervisory/leadership experience managing IT staff and contracted staff required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must be knowledgeable in both voice and data network design, system design, protocols, topologies, software installation, backup procedures and system and network security
- Familiarity with serving as the primary point-of-contact to confirm information technology infrastructure requirements and concerns are addressed during all phases of facilities construction projects, including planning, requirements definition, concept to final design, development, and testing.
- Experience coordinating and managing the installation, relocation, maintenance, and repair of: servers and storage and other data center products and services; routers, switches, firewalls, and other network products and services; copper and fiber cables and conduit infrastructure and related components.
- General comprehension of enterprise networking infrastructure (routers, switches, firewalls, etc.)
- Excellent analytical skills related to the job functions and requirements and must possess excellent verbal and written skills
- Ability to manage multiple priorities and projects while anticipating possible impacts and benefits of change
- Ability to provide proper advice and recommendations to managers and employees at all levels. Strong ability to communicate technical concepts in a non-technical manner
- Demonstrated accomplishments in project management and planning
- Demonstrated ability to analyze, isolate, duplicate and resolve problems
- Exhibit self-sustaining initiative motivated to comprehensively learn and assume responsibility for new technologies
- Able to work effectively in a stressful environment and use professional etiquette when dealing with GOAA personnel and outside vendors
- Must be able and willing to work both standard and non-standard work schedules, including weekends as needed to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certifications relevant to the responsibilities of the position are a plus. Standard sources of products and services include but are not limited to HP for servers, Tegile for storage, Cisco for wired network devices, and Aruba for wireless network devices.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3); indirectly supervises a staff of approximately twelve (12), as well as indirect oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence under minimal supervision or direction – extensive latitude in initiative, judgment, and authority in regards to complex technical issues. Direction is not frequent or detailed
- Provide proper advice and recommendations to managers and employees at all levels
- Negotiate with business partners to set project priorities and determine what resources will be available

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CIO	Date	Chief Operating Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt
EEO Category: Officials and Administrator
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, IT Infrastructure

Department: Information Technology

Date: September 5, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	3
Kneeling, Crawling					X	3
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing				X		3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/CIO Date

Chief Operating Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Maximo Airport Operations (BHS/PBB)

Department: Airline Division | Date: March 25, 2024

Title of Immediate Supervisor: Assistant Director, Airport Operations | Pay Level: L29

POSITION SUMMARY: Responsible for the development, implementation, and administration of the asset management program and associated Enterprise Asset Management systems (EAM) to include policies, standards, methods, and procedures, with both manual and automated processes.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- In coordination with the Greater Orlando Aviation Authority (Aviation Authority) Information Technology (IT) department; own, develop, implement, and manage the IBM/Maximo Enterprise Asset Management (EAM) business for Airport Operations, Baggage Handling Systems (BHS), and Passenger Boarding Bridges (PBB).
- Develop and maintain a complete hierarchy for Aviation Authority assets, including:
    - Establish the level of asset detail to be maintained in the database.
    - Develop a system to allow for the data capture of work details against assets.
    - Optimize business flows to define efficient data entry and recordkeeping.
    - Coordinate with appropriate Aviation Authority management and contract leaders to determine an appropriate level of preventive/predictive maintenance for all BHS/PBB assets.
    - Support, develop, and train users of the mobile EAM in their daily responsibilities.
    - Expand and maintain storeroom inventory behaviors that will support the EAM/CMMS
    - Design user interface to meet end user's digital asset and work order information requirements.
    - Develop and maintain the Item Assembly Structures for all major assets.
- Create, execute, and sustain a comprehensive, multi-faceted asset management system encompassing, but not limited to:
    - Airport Operations, Baggage Handling System, Passenger Boarding Bridge Systems, contracts, mechanical systems and inventories.
    - Affiliated Aviation Authority-unique assets such as Ground Power Units, Pre-Conditioned Air Units, Air Handlers, rooftop air conditioners, Water Cabinets, PBB Belt loaders, etc.
    - EAM support for Parts inventories and parts management for contractors.
- Oversee and participate in inventory audits to meet the Aviation Authority's requirements.
- Develop the asset management program concepts and engage other departments in comparative assessments.
- Define concepts and make comparative assessments, specify the automated process of functional and integration, data, and measurement and reporting requirements.
- Oversee the capabilities and configuration options of the EAM and other enterprise automated systems to meet program requirements and confirm successful implementation.
- Recommend improvements and/or additions to asset management program policies, standards, methods, and procedures, and lead their development and implementation. Refine and develop automated methods for tracking parts, a comprehensive preventive/predictive work tracking program, etc.
- Recommend, develop, and implement improvements and/or additions to the asset management program's processes, both manual and automated, and document the automated process for functional and interface requirements, data requirements, and measurement and reporting requirements.
- Implement the usage of portable devices (tablets) by contracted employees.
- Participate in the implementation of automation requirements and the testing, training, and use of those processes as incorporated into the EAM and other applications such as GIS and Oracle Financials.

- Develop and implement programs, control, coordinate repair, record keeping, monitor tablet usage and conduct maintenance actions/inspections for Aviation Authority and contract personnel.
- Participate and facilitate in the collection of assets conditions and input the data into the appropriate databases using CMMS and other applications including:
    - The development of report/response tracking of Aviation Authority generated inspections
    - The development and implementation of Spatial technology
    - The use of hand-held wireless tablets to gather field data
- Train and support field personnel (Aviation Authority personnel and contractors).
- Participate in improving location information for assets using GIS standards and methods.
- Perform comprehensive assessments of assets using the automated processes encoded in EAM modules (PM, Job Plans, Inspections, Classifications, Failure Code, within Work Orders) and other application modules. Perform complex analysis and reassessments as needed to accurately complete asset condition assessments.
- Assist and prepare asset management plans and expenditure forecasts based on assessments of assets' current conditions and probable useful life (e.g., Facilities Asset Renewal and Replacement Program)
- Confirm compliance with established policies, procedures, and standards. Address areas of concern and implement solutions. Develop and provide training as needed. Participate in review of contractor performance and recommend improvement actions as needed. Provide for the safety and security of the work area.
- Present recommendations and supporting rationale to appropriate management and committees.
- Respond to rapid-response requests for asset condition and renewal information and other related requests as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

A Bachelor's degree in Computer Science or related field with six (6) years' experience in Maximo development, implementation, and management. Experience in the asset management and planning domain is a requirement, including an understanding of financial planning, business processes, and engineering fundamentals, or an equivalent combination of education, training, and experience will be considered.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Requires proven abilities for complex data analysis and for reporting the results in an understandable form
- Knowledge of Microsoft Office programs required
- Ability to quickly identify issues, resources and alternatives, build consensus, recommend suggested courses of action and implement decisions
- Experience in developing, implementing, and managing asset management programs
- Must be able to comfortably and successfully communicate and interact with all levels of personnel from front line to executive-level personnel
- Strong attention to detail
- Ability to conduct research, organize, analyze data, formulate recommendations
- Excellent interpersonal, communication, public presentation and written skills and ability to effectively interact with Aviation Authority personnel and contractors
- Proficiency in IBM Maximo EAM, MS Access, MS Excel, ESRI GIS software required
- Demonstrate team leadership, ingenuity, and inventiveness in the performance of assigned tasks and represent the Aviation Authority in a professional manner
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Indirect oversight of contracted staff.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.
- High level of initiative, judgment, authority, and problem-solving ability.

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APPROVAL SIGNATURES:

Immediate Supervisor	Date	Senior Vice President, Operations	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: First/Mid-Level Officials and Managers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Maximo Airport Operations (BHS/PBB)

Department: Airline Division

Date: March 25, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Senior Vice President, Operations Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Business Development

Department: Real Estate | Date: October 30, 2024

Title of Immediate Supervisor: Vice President, Real Estate | Pay Level: L30

POSITION SUMMARY:
The primary function of the Manager, Aviation Business Development, is to increase and support land asset utilization for the Aviation Authority. This position involves developing and implementing strategic real estate marketing plans, identifying new business opportunities, and developing key relationships with stakeholders and potential stakeholders.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop a network of contacts to identify new clients and research new business opportunities for the Aviation Authority's land assets and facilities.
- Represent the Aviation Authority at industry events, conferences, and trade shows to build brand awareness and establish a strong network within the aviation and aerospace community.
- Identify, establish and maintain positive working relationships with community partners in order to enhance the Aviation Authority's business recruiting efforts.
- Act as a champion in marketing efforts for the Aviation Authority's land assets.
- Develop and execute marketing strategies to promote aviation real estate projects.
- Identify and solicit interest from targeted businesses best suited to locate or expand at MCO and ORL.
- Solve complex issues in a creative and collaborative manner, effectively leveraging interdepartmental, external partners and consultants to effectively serve and address questions or concerns from prospects.
- Develop strategic partnerships in the aviation Research & Development (R&D) sector.
- Recruit and attract potential R&D business partners to support the Aviation Authority's Strategic initiatives.
- Develop and maintain relationships with economic development agencies.
- Act as a liaison for current and prospective businesses; provide assistance with understanding business infrastructure needs, land availability, and airport, local and State incentives.
- Maintain and develop data on sector businesses, growth and opportunities, while collaborating on long and short-term planning and other studies, plans and reports.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business, Marketing, Aviation Management, or related field and five (5) years experience in marketing, airport development and economic development, or an equivalent combination of education, training and experience
- Airport/economic development/marketing and/or commercial real estate-related experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Effective communication.
- Self-driven
- Time management
- In-depth knowledge of the aviation/tourism and/or corporate travel industry

- Professional communication skills to perform effectively as a team member and with clients/vendors
- Multicultural acumen
- Adaptability
- Event planning
- Proficiency in MS Excel, Word, PowerPoint, Salesforce
- Strong problem-solving skills
- Ability to prioritize, work independently, manage multiple assignments and meet deadlines
- Ability to be fluent in another language. Preferably Portuguese, Spanish, Japanese or Chinese
- Ability to travel domestically and/or international at least 10% of the time

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work with high degree of independence with little supervision or independence – substantial latitude in initiative, judgement, and authority
- Evaluate, analyze, design and initiate appropriate actions
- Judgement required in identifying opportunities and creating/executing marketing strategies
- Analyze customers and determine the most effective methods of establishing/maintaining relationships

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Department Vice President Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Business Development

Department: Real Estate

Date: October 30, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Organizational Training Compliance

Department: Human Resources | Date: July 1, 2024

Title of Immediate Supervisor: Sr. Manager, Human Resources | Pay Level: L29

POSITION SUMMARY: Design and administer Greater Orlando Aviation Authority's (Aviation Authority) training, development and succession planning programs.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Conduct training needs analysis and develop training materials, communications, and activities to meet organization needs.
- Access the Aviation Authority departments' in-house training programs for validation, consistency and compliance.
- Identify core competencies and technical skills for key positions and job families.
- Determine the training needs of the organization; modify and create course materials and training manuals to meet specific training needs. Align initiatives with department/Aviation Authority goals and objectives.
- Oversee Training in the Talent Management System, testing, upgrades, etc.
- Develop and maintain eLearning programs utilizing various course authoring tools, i.e., Adobe Captivate, Articulate, Rise 360.
- Analyze and apply trends and best practices in learning technologies and instructional design.
- Review external content for use in the Aviation Authority's Learning Management System (LMS) and mobile learning applications.
- Develop modes of assessments, such as surveys, tests, and evaluation tools to measure the effectiveness and application of training courses.
- Identify core competencies and skills for key positions and job families.
- Conduct competency gap analysis and create competency-based learning outcomes.
- Develop career development plans to support core competencies and skills of key positions and job families utilizing incremental timeframes.
- Administer assigned programs for compliance, consistency, and equity throughout the organization.
- Coordinate and administer registration for in-house training activities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Business, Human Resources or related field, and seven (7) years progressively responsible experience in training, organizational development, or an equivalent combination of education, training and experience. A Master degree is desired. Experience working for a Florida public sector entity and knowledge of LMS and e-learning building content, a plus. Professional Human Resources certification is desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to develop, deliver and facilitate training programs
- Ability to conduct research, organize, analyze data, formulate recommendations, and create and promote programs
- Strong presentation and coaching skills
- Knowledge of Talent Management systems to include LMS and Succession Planning modules
- Knowledgeable in the techniques and styles of adult learning
- Knowledgeable in instructional design model
- Ability to work effectively with employees and managers at all levels

- Ability to communicate clearly and concisely, in English, both orally and in writing. Multilingual skills a plus
- Strong skills in planning and analysis
- Ability to work on several projects at once, and to plan and organize a wide variety of activities
- Ability to maintain professionalism and diplomacy at all times while interacting with the public and Aviation Authority management and employees
- Must be able to maintain the confidentiality of sensitive information
- Strong computer skills using Microsoft Office, video conferencing software, and eLearning authoring tools

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority
- Interpret policy, law, bargaining unit contracts, etc.
- Develop strategic plans

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Organizational Training Compliance

Department: Human Resources Date: July 1, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Human Resources Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Contract and Grants

Department: Finance

Date: September 23, 2024

Title of Immediate Supervisor: Senior Manager, Finance

Pay Level: L29

POSITION SUMMARY: Responsible for the Greater Orlando Aviation Authority's (Aviation Authority) federal and state grants programs and serve as GOAA's primary contact with the local FAA Airports District Office and Florida Department of Transportation (FDOT). Responsible for all construction-related professional service agreements, addenda and contracts and non-construction professional service agreements. Work closely with consultants, contractors, external agencies, and Aviation Authority staff.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop grant candidate lists, verify eligibility, and position projects for grant award.
- Prepare and submit grant pre-applications, applications and other supporting scope data in accordance with Aviation Authority's CIP and budget programs.
- Participate in federal, state, and local grants planning with Aviation Authority staff and monitor project procurements to maximize eligibility of costs.
- Provide local, state and federal agencies with periodic project status and quarterly reports.
- Coordinate grant acceptance with the City of Orlando.
- Develop scope documents for FDOT Joint Participation Agreements and prepare Aviation Authority board memos and resolutions.
- Confirm that all grants coincide with project durations, obtain timely extensions and prepare grant closeout packages.
- Plan coordination meetings to review for grant-funded project compliance.
- Compile project information for CIP program including scope, justification, cost, escalation, maps and schedule data.
- Oversee and prepare all Planning, Engineering, Construction and Environmental contract documents in accordance with actions approved by the Construction Committee, Professional Service Committee and/or Aviation Authority Board. Monitor timely execution of documents.
- Interpret new federal and state regulations for grant and contract compliance, and work with legal counsel to confirm that documents are modified accordingly.
- Negotiate and maintain current billing rates for consultants and subconsultants providing services to the Planning, Engineering, Construction and Environmental Departments as well as non-construction related professional service agreements.
- Direct staff in insurance verification and oversee maintenance of certificates of insurance, statements of agent or broker and associated coverages in accordance with agreement requirements.
- Supervise assigned employees. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; oversee compliance with established policy, procedure and standards. Identify areas of concern and develop solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing/selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Serve as backup to the Assistant Director, Project Controls, and Manager, Project Cost Control, as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Public Administration, Engineering, Construction Management or closely related field and five (5) years experience of contract and grant administration preferably with an airport authority, FAA, or FDOT; experience in a consulting firm, law firm, or a government agency ensuring compliance and enforcement activities will be considered, or an equivalent combination of related education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Advanced knowledge of Microsoft Office Products and Visio, and advanced experience with Adobe Acrobat Pro required.
- Strong contract writing skills.
- Organizational skills to manage multiple and diverse activities and projects.
- Able to interpret detailed information and provide analysis to senior management.
- Excellent oral and written communication skills, as well as interpersonal skills.
- Able to develop and implement policies and procedures.
- Demonstrate attention to detail.
- Knowledge of related construction, design, legal and scientific terms is preferred.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license.
- Certified Federal Contracts Manager or Certified Professional Contracts Manager certification is desired.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees, as well as indirect oversight of contracted staff.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority.
- Monitor compliance with policies, procedures, local, state, and federal statutes.
- Make decisions in areas of expertise.
- Interpret policy, contracts, laws, etc.
- Responsible for decisions with high monetary impact.
- Management and supervision of an assigned functional area.
- Responsible for quality and quantity of work, costs, methods, and maintenance of discipline, transfers, promotions, performance appraisals, salary increases and terminations.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Assistant Vice President, Finance	Date
Deputy Chief Financial Officer	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: Mid Level Officials and Managers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Contracts and Grants

Department: Engineering and Construction

Date: September 23, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting			X			2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head				X		2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Field project site visits and meetings on/off GOAA properties

Immediate Supervisor Date

Assistant Vice President, Finance Date

Deputy Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Electrical Systems

Department: Maintenance

Date: April 25, 2023

Title of Immediate Supervisor: Assistant Vice President, Maintenance Operations

Pay Level: L29

POSITION SUMMARY: Oversee the operation of various electrical and electronic systems for the Orlando International Airport (OIA) and Orlando Executive Airport (OEA). Oversee the development and management of in-house maintenance personnel and repair service contracts.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide leadership and be accountable for the Electronics, Terminal Electrical, and Airfield Electrical programs and shops at OIA and OEA; oversee contract administration personnel and various electrical contracts.
- Oversee the capital assets' replacement and renewal programs for all electrical systems.
- Oversee all electrical construction job order contracts, develop scope of replacement and renewal projects, inspect jobs in progress, generate close out procedures, and confirm Greater Orlando Aviation Authority's (GOAA) good return on investments.
- Plan and organize maintenance activities & work plans, identify needs, develop maintenance schedules, coordinate with contract maintenance activities.
- Monitor and control personnel requirements and performance, equipment and material needs, and budget expenditures and confirm effective and efficient maintenance of the above areas.
- Oversee review, study, and interpret architectural drawings, plans, and specifications for proposed projects prior to the bidding process; review construction drawings for accuracy and completeness.
- Review and develop technical specifications, initiate the procurement process, participate through contract award, and confirm compliance with service and material contracts.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Manage approval of time sheets in electronic timekeeping system.
- Confirm compliance with applicable Federal, State, and local codes, and establish maintenance standards consistent with OSHA standards and NFPA regulations.
- Responsible for staying current on all Aviation Authority emergency response procedures and ensuring proper response as required.
- Establish and maintain records and reports appropriate to area of responsibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Electrical Engineering or Construction and six (6) years progressively responsible electrical experience in a large scale operations and maintenance organization to include supervisory responsibilities, or an equivalent combination of related education, training, and experience. Airport experience desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of electrical codes, OSHA regulations, FAA, and NFPA 70E and other safety standards
- Technical training in various types of electrical/control systems maintenance
- Ability to provide proper advice and recommendations to executive levels
- Ability to read, understand and enforce contract specifications and drawings on a performance based contract
- Ability to work effectively in a stressful environment
- Strong verbal and written communication skills
- Ability to multitask, prioritize and analyze information
- Ability to set standards for consistency
- Problem solving skills
- Basic knowledge of Computerized Maintenance Systems desirable
- Demonstrate ability to use professional etiquette when dealing with Authority personnel and outside vendors
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Valid Orange County Journeymen's Electrical Licenses or equivalent
- Master Electrical license highly desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

Directly supervise a staff of approximately one (1) employee; indirectly supervise a staff of approximately forty (42) including non-bargaining and bargaining unit personnel

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work very independently with little or no supervision, substantial latitude in initiative, judgelent and authority
- Establish plans, procedures and guidelines for a department
- Evaluate, analyze, design and initiate appropriate actions

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Vice President	Date
Chief of Operations	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: **Officials and administrators**
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Electrical Systems

Department: Maintenance

Date: April 25, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Food and Beverage Concessions

Department: Concessions | Date: March 26, 2024

Title of Immediate Supervisor: Vice President, Concessions | Pay Level: L29

POSITION SUMMARY: Manage the lease administration, tenancy, contractual issues and service agreements with food and beverage concessions/commercial related tenants. Conduct business, financial, contract evaluation, research support and other statistical analysis used for decision-making and development of Greater Orlando Aviation Authority's (Aviation Authority) goals and strategies. Draft food and beverage concessions/commercial space agreements and amendments. Administer and maintain compliance with the terms and conditions of assigned agreements. Serve as the Aviation Authority's liaison with corporate and local tenant representatives to understand, evaluate, present, track and resolve tenant issues and projects. Represent the Aviation Authority in assigned matters pertaining to Greater Orlando Aviation Authority's food and beverage concessions/commercial program.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage food and beverage commercial concession service agreements, contractual issues with leasing of airport properties for concessionaires, concession service providers, vendors and related agencies currently serving or proposing service to the Orlando International Airport.
- Prepare and present business, financial, contract evaluation, research support and other statistical analysis used for decision-making and development of Aviation Authority's goals and strategies. Meet with potential new food and beverage concessionaries entrants to discuss operating options, financial impacts and contractual options.
- Participate in strategic planning activities to identify and evaluate opportunities to enhance the food and beverage program to meet existing and future needs.
- Administer a portfolio of varied food and beverage concessions space use and lease agreements requiring a diverse understanding of contractual language, tenant processes and procedures.
- Verify compliance with all contractual requirements. Perform routine weekly inspections of each concession space. Perform formal quarterly inspections utilizing documented checklists for each concession space. Resolve any issues in a timely manner.
- Supervise assigned staff members. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Enter and maintain key terms and conditions, including billing instructions, for each agreement in the Aviation Authority's property management software in a timely and accurate manner.
- Establish relationships and communicate regularly with concessionaires to resolve issues, facilitate cross departmental coordination, and maintain good tenant relations.
- Prepare and process draft lease documents, amendments, letters and memorandums for management and legal counsel review. Coordinate and facilitate the execution of agreements and distribute executed agreements.
- Administer the Aviation Authority's contractual requirements for tenant construction projects and assist Tenant Construction personnel with the approval, coordination, and completion of multiple tenant projects.

RESPONSIBILITIES (continued)

- Interface with various Aviation Authority departments and personnel to evaluate, recommend and obtain approvals for space assignments; to resolve space, use and support facilities; to confirm tenant contract maintenance requirements and expedite resolution for tenant maintenance issues; to confirm tenant awareness of their security responsibilities and to verify all thresholds are met; to provide support, coordination, mediation and resolution of contractual issues; to provide fee estimates and other information to assist with the integration of new food and beverage concessions, tenants, services, space and support requirements; and to provide information regarding tenant space assignments and changes that affect passenger terminal way-finding.
- Assist in the development of bid documents and request for proposals for food and beverage concessions projects; coordinate the solicitation, bid review, recommendation to the Procurement Committee and to Authority Board for award to successful bidder.
- Manage the coordination, vetting, and approval of new space and space change requests in coordination with Airline Affairs, Airport Operations, Airport Maintenance, Tenant Construction and corporate tenant property and facilities representatives.
- Collaborate with Finance to confirm revenues are apportioned accurately in accordance with the lease documents; verify and confirm tenant billing; collaborate on all rent and rent collection related issues, including rent escalations, changes in space, agreement assumption, tenant name or ownership changes; assist in collections.
- Maintain and populate the Space Management System database and coordinate modifications to base drawing with geospatial support personnel.
- Conduct field verification of space allocations as needed.
- Coordinate address requests, monitor and update property data in technology information systems.
- Coordinate Tenant Design Review process. Review submittals for tenant improvement projects and tenant signage. Perform a preliminary review of schematic renderings, drawings and other associated documents and presents to the Design Review Team following content approval, prior to Engineering review; Aviation Authority liaison and represent the department at construction design meetings, pre-construction meetings, project update meetings, job coordination meeting, as required.
- Abstract and track critical dates for new leases, lease renewals, expansions, contractions, relocations, terminations and various lease amendments in a timely and accurate manner.
- Evaluate deposits and contract bonds. Make recommendations with regards to increasing or decreasing deposits and contract bonds annually, bi-annually, or as needed.
- Work closely with the Aviation Authority's General Consultant to maintain compliance with graphic standards and uniformity with past and future issues.
- Compile and maintain statistical data essential to developing minimum annual privilege fees, project costs, and financial proformas.
- Perform O&M, Capital and Revenue budgets and preparation of the annual Leasehold Disclosure for food and beverage/commercial tenants as required by the Finance department. Provide revenue forecasts and coordinate the department's revenue budget annually.
- Interface with current and future tenants/customers to resolve start-up or relocation issues. Coordinate operational activities to assure that occupants receive the level and kind of building services specified in lease agreements and verify that property is in a condition that complies with the terms of leases at the time it is vacated. Address tenant issues with management or other departments as needed.
- Interface with the Orange County Property Appraiser and Tax Collector regarding Ad Valorem and non-Ad Valorem tax issues related to airport properties and leaseholds. Assist in the resolution of questions regarding exemptions and delinquent taxes.
- Supervise the tracking, storage and destruction of documents and records, and respond to public records requests.
- Draft board memos, presentations and other business proposals as required by management.
- Provide accurate food & beverage concept/contact information to Marketing, Customer Experience and Information Technology to guarantee current information is contained within the airport website and mobile app.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Accounting, Business or Public Administration, Finance, Retail Management or in a directly related field and five (5) years' experience related to food and beverage concessions/commercial lease management, contract administration and airport operations/management, or an equivalent combination of related training, education and experience. Experience using property and contract management software applications, preparing food and beverage concessions/commercial leases, and drafting business letters required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Ability to read, interpret and draft; contracts, leases, and routine concession management transaction documents,
- Ability to read and interpret construction blueprints, schematics, drawings and architectural renderings
- Knowledge of standard space management practices and techniques to assist clients in developing space requirements; layouts, designs and timetables for build-out of space
- Proficiency in Microsoft Office Suite or similar applications to perform financial and general business analysis, prepare documents, exhibits and presentations. General knowledge of Auto CADD and ArcGIS products
- Excellent interpersonal, communication, public presentation and written skills and ability to effectively interact with Aviation Authority personnel, airport and domestic and international corporate customers, including legal, financial, technical and non-technical individuals
- Demonstrate team leadership, integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Aviation Authority in a professional manner
- Ability to quickly identify issues, resources and alternatives, build consensus, recommend suggested courses of action and implement decisions
- Advanced knowledge of contracts and contract negotiation and management
- Must have the ability to work in a dynamic environment interacting regularly with corporate executives, local and federal officials
- An understanding of airport and concessions/commercial operations is required to perform effectively.
- Ability to read, understand and interpret local and federal regulations, certifications, registrations, licensing, and operational procedures
- Ability to manage large campus facilities with multiple concessionaires and varied ongoing activities, including terminal, maintenance, operations, support, provisioning, and other tenant activities
- Ability to serve as the Aviation Authority's liaison and tenant advocate to resolve conflicting interests and ensure optimal solutions acceptable to all parties in a timely manner

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Food Protection Manager Certification preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervise a staff of approximately two (2) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority

- Must be able to meet deadlines, create ad-hoc reports for management.
- Establish general operating procedures, quality and quantity of work in an area of responsibility.
- Frequent external stakeholder contacts in which the Aviation Authority's policies and procedures must be consistently and accurately represented. Required to provide high standard of customer service with professionalism and efficiency.
- Possess an understanding of individual corporate protocol when communicating, negotiating or interacting with sophisticated corporate representatives.
- Must have a solid understanding of the Aviation Authority's mission, goals and objectives.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Administrative Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Food and Beverage Concessions

Department: Concessions Date: March 26, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs				X		1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Administrative Officer Date

Human Resources - Compensation Date

Manager, Security (Compliance, Contracts, Operations)

Department: Security Administration | Date: March 1, 2024

Title of Immediate Supervisor: AVP, Security | Pay Level: L29

POSITION SUMMARY: Manage the development, implementation, and activities of airport security contracts, including but not limited to: City of Orlando Police Department/Airport Police Division contract, employee-screening security guard contract, vehicle screening and airport property patrols contract and maintain compliance with regulatory requirements. Provide project management and program coordination on construction projects that require direct input from the Aviation Authority's security department. Assist in implementing and executing requirements of 49 CFR Part 1542 Transportation Security Administration (TSA) Airport Security Program.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job is not routinely listed in job descriptions but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the development and implementation of airport security contracts. Establish contract objectives and performance standards to comply with Aviation Authority policies and Federal Regulations.
- Monitor contract compliance of assigned contracts with emphasis on standards of service, schedules, productivity, quality control and personnel utilization; implement adjustments as needed to improve service or address changing operational needs; draft contract amendments if required.
- Verify and approve contractors' pay requests and invoices, confirming accuracy and contract compliance. Develop and monitor annual budgetary requirements. Validate project costs, repair estimates, and additional work requests outside of the contract scope.
- Serve as Greater Orlando Aviation Authority's (Aviation Authority) Authorized Representative (AAR) for assigned contracts, and act as the liaison with regulatory agencies as required. Handle customer correspondence, complaints, and inquiries.
- Review and track contracts, proposals, addendums, amendments, and other contract related documents for assigned contracts; maintain timely renewal, amendment and solicitation schedules.
- Prepare internal Aviation Authority documents such as committee and board memos, as well as external documents such as correction/performance notices to contractors. Keep accurate records/files related to contractor's performance and contact compliance.
- Provide oversight of security requirements for new construction as well as existing security systems effectiveness.
- Serve as a security liaison with Aviation Authority departments, consultants, contractors, and committee on projects that impact airport security and related regulations. Provide input to these departments and committees to confirm the airport security concerns are being addressed. Assist in reviewing and monitor technical specifications for the projects.

- Seek solutions and resolutions to issues that arise in the planning, design and construction phases that involve the Airport Security Program (ASP) and/or effect 49CFR Part 1542.
- Attend meetings on behalf of the Vice President of Security and provide status of projects as needed.
- Assist Airport Security Coordinator in the development and administration of airport's Comprehensive Security Plan, and in maintaining compliance with changing operational and regulatory requirements.
- Responsible for timely meeting of all reporting requirements. Facilitate proper response to letters of investigation, civil penalties, etc. made by TSA and investigate allegations for non-compliance. Interact with law enforcement agencies and other departments regarding investigative matters as needed.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure, and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in criminal justice, Management, Business Administration or related field and four (4) years experience in an airport environment managing security related contracts, or an equivalent combination of education, training and experience. Experience managing one or more airport security contracts preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic computer skills; familiarity with Microsoft Office Suite
- In-depth knowledge of local, state, and federal aviation security requirements.
- In-depth knowledge of Florida Statutes Chapter 493
- Experience/knowledge of general airport operations
- Excellent oral and written communication skills
- Good interpersonal skills
- Ability to read and interpret technical drawings, technical information, and contract language
- Able to prioritize work to meet deadlines; highly organized and detail-oriented

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- State of Florida Class M (Security Manager) license preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 2; indirectly supervises a staff of approximately thirteen (13).

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision of directions – substantial latitude in initiative, judgement, and authority
- Establish general operating procedures, cost management, quality and quantity of work performed in area of responsibility

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Vice President, Security Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Administrative Support

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Cost Control Administrator

Department: Operations Administration Date: February 20, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Two-Way Radio			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

Job Description

Manager, Airport Operations (Emergency Management)

Department: Operations Administration Date: March 22, 2023

Title of Immediate Supervisor:Assistant VP, Airport Operations – Emergency Management Pay Level: L29

POSITION SUMMARY: Support the strategic direction of the Greater Orlando Aviation Authority (GOAA), Airport Emergency Management Program facilitating a range of actions for confronting and dealing with the recuperation and aftermath effects of any natural or manmade situation or disaster. Enhance the airport community's capability to prevent, protect, respond, recover, and mitigate hazards and disasters. Coordinate with GOAA's internal departments and external agencies in support of the airport community's emergency plans, exercises, and response to emergencies. Serve as a leader in the airport's Incident Management Team (IMT) and as an Airport liaison to private, local, state, and federal Emergency Management, Law Enforcement, Fire Rescue, Department of Health, Hospitals, and non-governmental agencies.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

NOTE: Employees may not regularly perform all listed responsibilities and may normally focus on a few of those listed below. However, all employees in the classification are expected to be able to effectively perform all responsibilities to assist when needed, or to meet changing departmental workload needs, and to perform as back-up during absences.

- Assist in the development, delivery and execution of a comprehensive and all-hazards emergency management program for GOAA.
- Serve as a leader within GOAA's unified command structure before, during and after events/emergency situations.
- Maintain mission readiness of the Airport Emergency Operations Center (AEOC) and other logistical assets for deployment capabilities, as a site from which key officials can coordinate and facilitate operations during an emergency.
- Administer and maintain the airport's incident management software.
- Coordinate, research, review, write, and maintain emergency contingency plans.
- Develop, maintain, and conduct a Hazard Vulnerability Analysis (HVA) to identify and address all hazards and threats known or unknown to the airport community.
- Assist in developing communication and planning methods that promote collaboration and shared responsibility for airport safety.
- Serve as a resource to all GOAA departments/airport community stakeholders in analyzing and evaluating emergency planning efforts, to confirm they are consistent with the Airport's Emergency Plan (AEP).
- Collaborate with airport stakeholders to continually assess, evaluate and improve GOAA's ability to prevent, mitigate, prepare for, respond to, and recover from all hazard emergencies.
- Maintain competency in Emergency Management Accreditation Program standards and accountability towards airport program compliance.
- Review all Emergency Management Program documentation for compliance with accepted EMAP standards.
- Interface with accident investigation teams in all areas of emergency management.
- Maintain credible professional relationships by collaborating directly with a broad range of governmental, nongovernmental and private organizations as well as other airport community representatives.
- Collect, analyze, interpret and disseminate data to support informed decision-making. Coordinate and collaborates emergency warnings to the organization, and provides operational and technical support to leadership before, during, and after emergencies that affect the organization.

- Conduct, reviews, and develops After Action Reports (AAR) for real emergencies and emergency exercises. Based upon the learnings from the AAR, create and maintain the improvement plans and continuously update the multi-year training and exercise plan.
- Remain current on all GOAA emergency response procedures.
- Coordinate, facilitate, and maintain all emergency management-training programs. Train individuals and prepare them to fill critical roles outlined in the AEP and Comprehensive Emergency Management Plan. Ensure the organization's compliance with NIMS.
- Attend various internal and external meetings, councils, and working groups, as necessary. Act as an alternate/back-up when the Assistant VP, Emergency Management is unavailable.
- Maintains a working knowledge of Transportation Security Administration, Federal Aviation Administration, DHS/FEMA and other applicable regulations and best practices.
- Responds to incidents off airport property as needed and approved during emergency situations.
- Perform other duties as assigned by the Assistant VP, Emergency Management.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Emergency Management, Public Administration, Aviation Management or related field, and four (4) years of experience in emergency management with leadership experience in an Emergency Operations Center during activations, or equivalent combination of education and experience. Years of experience may be substituted for a higher-level educational degree.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of Transportation Security Administration, Federal Aviation Administration airport emergency plans and other applicable regulations such as 49 CFR Part 139 and Homeland Security Exercise and Evaluation Program (HSEEP)
- Technical training in various types of emergency management training programs, exercise design and evaluation, and record keeping
- Demonstrated knowledge of Emergency Management Accreditation Program (EMAP)
- Strong computer skills in Microsoft Office Suite including, Word, Excel, Outlook, PowerPoint, etc.
- Strong ability to effectively communicate information and ideas in writing and verbally before a large and diverse audience
- Ability to use sound judgment for making decisions based on the situation. Identify complex problems and review related information to develop and evaluate options and implement solutions while multitasking, prioritizing, and analyzing information
- Demonstrated ability to work effectively and demonstrate leadership in stressful environments
- Must maintain professionalism and diplomacy at all times while interacting with the public, Aviation Authority management, as well as internal and external airport community stakeholders
- Display a high degree of teamwork between various public, private, and GOAA entities
- Must be able and willing to work both standard and non-standard work schedules, including weekends/nights to accommodate the airport's 24-hour operations during emergencies and training opportunities.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- National Incident Management System (NIMS) training, including 100, 200, 300, 400, 700 and 800,
- FEMA's L0449 Course Completion Preferred
- Master Exercise Practitioner (MEP) preferred
- Florida Professional Emergency Manager (FPEM), state emergency management certification, and/or Certified Emergency Manager (CEM), preferred.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May provide guidance and supervision to staff, maintaining safe, secure and orderly operations during emergency events.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Operational decisions and input into policies that affect the day-to-day operations of the airport
- Work independently with minimal supervision or direction
- High level of latitude in initiative, judgment and authority
- Provide indirect leadership to aviation authority employees
- Provide accurate instant decisions in emergency situations to maintain efficient utilization of airport facilities, staff, and operations

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief of Operations Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations (Emergency Management)

Department: Operations Admin

Date: March 22, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief of Operations Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Financial Applications

Department: Business Applications | Date: February 19, 2018

Title of Immediate Supervisor: Assistant Director, Business Applications | Pay Level: L31

POSITION SUMMARY: Manage the Business Application's team on mission-critical, Authority-wide business applications process. Responsible for advising, leading and assisting departments throughout the Authority with business application implementation and changes including requirements gathering, process improvement, training and integration with other business applications.

RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage and analyze business processes and their relationship with business applications and identify and recommend opportunities to solve business problems and improve processes through new technology or alternative uses of existing technology;
- Manage complex application analysis and assist with the design, development, implementation, integration, enhancement and maintenance of complex systems.
- Work with departments to develop as-is and to-be business/functional requirements for current and future business applications. Use this requirements gathering to assist with the preparation of specifications to be used to for the procurement and implementation of business applications, coordinate system testing and user acceptance testing
- Identify gaps between the business requirements and software functionality and develop workarounds (electronic or manual) or customizations to fill the gaps
- Manage the implementation process and testing of new business applications to confirm the delivery of established scope, quality, time and cost parameters, including near term post production support
- Evaluate and analyze data and information, including overseeing development of new or customization of existing reports, dashboards or business intelligence
- Assist with identifying integration opportunities and coordinate integration between business applications; identify the interface requirements and work with IT on the design or interfaces; test interfaces to confirm they meet the requirements and work properly, coordinate with individual departments to confirm the proper testing has been completed and signed off
- Monitor interface failures and timely resolution of issues, work with IT and the user departments to resolve and test issues with interfaces on a timely basis
- Maintain user access for specified business applications and system security, determine access and internal controls are properly maintained
- Maintain and inventory of Authority business applications, including integration with other business applications and upgrades or replacement cycle
- Coordinate the development of new or customization of exiting reports, dashboards or business intelligence
- Identify training opportunities and coordinate with various departments in the development and delivery of business application training, develop training materials and develop/deliver formal and informal user training
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science, Business Administration or related field and a minimum of six (6) years with medium to large ERP systems and business applications; experience in developing, integrating, implementing, testing and administering business applications, knowledge of business practices, or an equivalent combination of education, training, and experience. Knowledge and experience with relational database concepts preferred. Supervisory/Management experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent verbal and written communication skills are required, including good interpersonal and presentation skills
- Excellent documentation skills
- Self-motivated with demonstrated ability to perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems
- Must have a strong knowledge of word processing, database and spreadsheet software
- Must have the ability to handle multiple projects and issues
- Strong troubleshooting and training skills
- Strong analytical skills

LICENSES/CERTIFICATIONS:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence in judgement, minimal supervision, extensive latitude, initiative, and discretion required with little to no direction
- Addresses functional problems with business applications, procedures and training, then develops recommended solutions and implement as necessary
- Interacts with persons of various levels throughout the Authority as well as with outside consultants.
- Creates commitment to common goals, identifies competing interests and assist in finding a way to balance them.
- High level technical problem-solving skills

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APPROVAL SIGNATURES:

Immediate Supervisor Date

Sr. Director, HR & Risk Management Date

Chief Operating Officer Date

FLSA: Exempt

EEO Category: 2 - Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Financial Applications

Department: Business Applications Date: February 19, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking					X	1
Sitting	X					3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations – Airfield

Department: Airfield Operations | Date: September 30, 2024

Title of Immediate Supervisor: Assistant Director, Airport Operations – Airfield | Pay Level: L30

POSITION SUMMARY: Responsible for the day-to-day management of the Airfield Operations department. Act as liaison between the Authority and numerous state and federal Agencies. Prepare and perform management oversight of the departmental budget. Provide effective, professional leadership that contributes to the Authority's position as a leader in aviation.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the day-to-day planning and operation of the airfield to support the long-term vision of the department and comply with all federal, state, local and Aviation Authority policies, rules and regulations.
- Make decisions necessary to maintain the continued safe operation of the airfield; eliminate or mitigate operational delays or negative impacts to customers with a focus on safety and customer service.
- Verify compliance measures are in place to monitor contracted personnel.
- Supervise assigned staff; assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; verify compliance with established policies, procedures and standards; prepare and conduct performance reviews; oversee required FAR 139 training program in order to maintain compliance; participate in interviewing and selection of employees; administer disciplinary action as needed; provide for safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Confirm, through subordinates, that inspections of airport facilities and the Air Operations Area are conducted in an effective and timely manner.
- Responsible for the Airport Emergency Plan and the Airport Certification Manual.
- Develop and coordinate Emergency Response Procedures.
- Assist with the development, implementation and monitoring of the Division's budget.
- Represent the department and/or Aviation Authority at various meetings as assigned.
- Serve as liaison to other departments as well as local, state and federal agencies in matters pertaining to Airfield Operations or staff.
- Develop, revise and implement programs and operational procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business Administration, Public Administration or related field and six (6) years experience in airport operations related to airfield operation at a medium to large commercial airport, which includes at least three (3) years of supervision/management, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of federal, state and local rules and regulations applicable to the operation of a Part 139 commercial service airport, to include Federal Aviation Regulations (FAR), Advisory Circulars and Code of Federal Regulations 1540 and 1542.
- Computer skills, including Microsoft Office Suite

- Demonstrated managerial and leadership skills
- Strong oral and written communication skills
- Excellent organizational skills
- Strong analytic / diagnostic skills
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower
- Must have knowledge and be capable of operating equipment used in wildlife hazard management program (shotgun, pistol, gas cannons, etc.).
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times and in potentially stressful, difficult, and confrontational times
- Must be able, willing and available to work both standard and non-standard work schedules, including weekends, to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Must be able to attain American Association of Airport Executives (AAAE) Airport Certified Employee (ACE) certification in Operations or equivalent within one year of hire/promotion
- AAAE Certified Member (CM) or Accredited Airport Executive (AAE) credentials preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervise a staff of approximately seven (7); indirectly supervise a staff of approximately fourteen (14)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Operational decisions and input into policies that affect the day-to-day operations of the airport
- Work independently with minimal supervision or direction
- High level of latitude in initiative, judgment and authority
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, and hire, transfer, promotion and termination of staff.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations – Airfield

Department: Airfield Operations

Date: September 30, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Vision requirements: must have at least 20/40 acuity in each eye with or without correction and 70 degrees peripheral in horizontal meridian in each eye.			X			3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes				X		1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise			X			3
Willing and able to adjust work schedule as conditions warrant						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Field Communication Equipment		X				3
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Manager, Air Service and Business Development Date: October 4, 2017

Department: Marketing and Air Service Development Grade Level: Exempt; 29

Title of Immediate Supervisor: Assistant Director, Marketing & Air Service Development

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POSITION SUMMARY: Manage Orlando International Airport (MCO) Air Service (ASD) and Business Development in assigned areas. Facilitate the development of opportunities for the airport and airline.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function, which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Manage both the MCO air service development(ASD) and business development (BD) functions of markets/airlines as assigned by the Sr. Director Marketing and Air Service Development.
- Develop ASD & BD plans including short and long-term strategic objectives for assigned areas.
- Identify passenger air service needs and opportunities for the Central Florida region to expand or add new service
- Travel to assigned airline headquarters to develop relationships and present MCO air service development route opportunities.
- Represent MCO at air service development industry meetings and corporate business travel conferences as assigned.
- Develop and manage targeted air service development task forces as required for ASD needs
- Build and enhance relationships with the business community, economic development groups, bi-national chambers of commerce and governmental agencies to increase support for air service development efforts.
- Collaborate with the sales and marketing teams of airlines serving MCO to preserve existing routes and relationships, while providing new leads and introductions to community partners and businesses to increase Orlando originating traffic.
- Identify, create and develop marketing strategies for MCO new airlines and underperforming markets to increase awareness of those air services in the MCO catchment area.
- Responsible for co-maintaining an internal database of Central Florida businesses and their travel needs. Identify new business leads for the database through networking, event participation, meetings, referrals and media outlets.
- Manage memberships as assigned to insure membership benefits are realized.
- Seek and identify partnerships and marketing opportunities for the airport and airlines serving MCO with the objective of increased public exposure for the airlines and the airport.
- Coordinate and manage MCO onsite airline visits with other GOAA departments, CBP, TSA, ground handlers and others as requested of airlines within assigned portfolio.
- Identify and creates events/opportunities for MCO to host airline network/route planners in Central Florida and manage those events
- Identify, establish and maintain working relations with the MCO Airline Station Managers and acting as a liaison between the airlines and GOAA to convey issues that affect their MCO air service.

RESPONSIBILITIES (Continued):

- Supervise assigned employee(s). Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise Assistant Director of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Respond to ASD & BD inquiries
- Perform other duties as assigned

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Business, Marketing, Aviation management or related and six (6) years of professional experience in aviation marketing, air service development, economic development, or airport/airline management, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Ability to work, function and perform at a high level of competency in a dynamic work environment with constantly changing priorities; demonstrated leadership skills
- Ability to manage multiple projects and keep staff informed in each area of responsibility
- In-depth knowledge of regional businesses community
- In-depth knowledge of tourism and economic development industry
- In-depth knowledge of aviation/airline industry desired
- Advanced working knowledge of and experience with software including MS Office and Customer Resource Management (CRM) products
- Strong communication and presentation skills
- Strong research and analytical skills
- Strong creative skills
- Knowledge of a foreign language(s) desirable
- Able and willing to travel up to 25% of the time

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's License
- Valid U.S. passport

SUPERVISORY RESPONSIBILITIES *(Indicate number supervised)*

- May supervise one (1) or more employee(s) in assigned area

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Work with high degree of independence with little supervision or independence – substantial latitude in initiative, judgement, and authority
- Evaluate, analyze, design and initiate appropriate actions
- Judgement required in identifying opportunities and creating/executing marketing strategies
- Analyze customers and determines most effective methods of establishing/maintaining relationships

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Sr. Director, Marketing & Air Service Dev.	Date
Senior Director, Human Resources & Risk Mgmt	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Manager, Air Service and Business Development
Department Marketing & Air Service Development
Date October 4, 2017
Section 311

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting A. __ 0 - 20 lbs.					X	2
B. __ 21-50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping (Trade Shows and related events)					X	3
Pushing, Pulling, and/or Digging (Trade Shows/related events)					X	3
Reaching over Head (Promotional items)					X	3
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills) (Travel related)					X	3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Travel up to 25% of the time				X		3
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)			X			3
Driving – GOAA or own vehicle				X		3

Supervisor Comments:

_____

_____

_____

_____ _____

Immediate Supervisor Date Senior Director Date

JOB DESCRIPTION

Job Title: Manager, Building Services Date: November 30, 2016

Department: Maintenance Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts

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POSITION SUMMARY: Manage airport wide custodial services contract and assigned staff of inspectors to ensure the cleanliness and appearance of all public spaces at all times. Initiates, plans, organizes, and manages all building services contracts at OIA. Manages additional assigned maintenance contracts and requirements associated with satellite buildings.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Prepares new contracts and negotiates modifications to existing contracts. Identifies and proposes remedies for gaps in current contracts; develops specifications, writes and reviews contracts, addendums, amendments, and bid proposals; initiates the procurement process and participates through contract award.
- Serves as the Authority's Authorized Representative (AAR) to ensure timely compliance of all contract requirements. Contract administration includes, but is not limited to: Terminal Janitorial (includes office spaces), Satellite Buildings Janitorial, Parking Garage Janitorial, High Rise Glass Pressure Washing, Pest Control at OIA & OEA (negotiation , not administration at OEA), Dock Levelers.
- Responsible for cleanliness and appearance of all public spaces at all times; evaluates procedures and practices, initiates changes to achieve a high quality and quantity of work at the most reasonable cost.
- Monitors contractors' performance in all functions in accordance with the performance-based contract requirements, coordinating contractor activities to ensure minimal disruption to the various airport tenants and to the general traveling public. Responsible for real time changes to contractor's action plan to ensure the traveling public has access to safe and clean facilities.
- Applies budgets across multiple cost centers; processes complicated invoices. Reviews and verifies contractor pay requests for accuracy and compliance with the contract terms and conditions. Reconciles paperwork with work performed, mediates conflicts and disagreements between staff and contractor personnel.
- Calculates and applies deductions and penalties per contract specifications. Validates costs, estimates, and additional work requests outside the scope of each contract.
- Provides leadership and direction to staff; ensures efficient and effective processes are in place for contract inspection activities, work practices, training, and maintenance of administrative records. General oversight responsibility for approximately 200-300 contract staff.
- Manages assigned requirements associated with GOAA's satellite buildings, coordinating with multiple departments and contractors to ensure maintenance concerns are addressed in a timely manner with minimum disruption to the occupants.
- Ensures compliance with OSHA; knowledgeable of MSDS and other safety issues related to a variety of chemicals.
- Establishes and maintains records and reports appropriate to the area of responsibility.
- Investigates problems and develops solutions in area of responsibility.
- Gathers data and evaluates requirements for O&M and Capital budget preparations. Develops and administers multi-line annual budget; recommends budget adjustments across lines as appropriate.

RESPONSIBILITIES (Continued):

- Evaluates/establishes testing for new products or equipment; makes recommendations based on results.
- Responsible for staying current on all GOAA emergency response and security procedures, ensuring proper response as required.
- Performs other tasks as requested.

EDUCATION/EXPERIENCE REQUIREMENTS:

Bachelor degree in Business Administration, Management or a related field and six (6) years progressively responsible experience, including management level experience for contract administration in a large, dynamic, diverse public setting, managing staff and overseeing contracted staff, budgeting across multiple cost centers, processing complicated invoices, and managing performance-based contracts. Demonstrated supervisory experience and skills required. An equivalent combination of related education, training and experience may be considered. Public sector AAR experience and experience with custodial/janitorial contracts highly desirable.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must demonstrate a high degree of organizational skills
- Must be able to work independently
- Must be able to read and interpret technical data and drawings
- Must be able to provide effective leadership and supervision to subordinates
- Familiarity with and ability to utilize MS Office products (Outlook, Word, Excel)
- Must have the ability to maintain professionalism and diplomacy at all times while interacting with Aviation Authority management, employees, tenants, and contractors
- Must have familiarity with relevant Federal, State, and Local regulations
- Skilled in dealing with contractor accountability, dispute resolution, and related follow-up/follow-through.
- Skilled in administering performance-based contracts, deductions, penalties, etc.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license.

SUPERVISORY REQUIREMENTS: *(Indicate number supervised)*

One direct report and six indirect reports (Custodial Inspectors); oversees multiple contracts and the activities of contractor site managers and their service staff (approximately 200-300).

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works very independently with little supervision
- High level of initiative/judgment

APPROVAL SIGNATURES:

Immediate Supervisor/Assistant Director	Date
Department Director	Date
Director of Human Resources	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Manager, Building Services
Department Maintenance
Date November 30, 2016
Section 631

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking		X				3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.			X			2
B. __ 21-50 lbs.				X		2
C. __ 50+ lbs.					X	1
Bending/Stooping			X			2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals			X			2
Insects				X		1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)				X		3
GOAA Vehicle				X		3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Access Control & Lock Shop

Department: Security | Date: March 1, 2024

Title of Immediate Supervisor: Assistant Vice President, Security | Pay Level: L29

POSITION SUMMARY: Responsible for the management of the Transportation Security Administration (TSA) requirements regarding the issuance of Acurecess Control Media, airport employee badging, and locksmith activities. Responsible for oversight and administration of regulatory compliance issues in the Security department. Acts as Alternate Airport Security Coordinator, which includes 24-hour point of contact response to any security concern at the airport.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide overall management of Access Control and the Lock Shop.
- Interpret and manage 49 CFR 1542 access control compliance requirements.
- Confirm security compliance with all TSA regulatory requirements contained in 49 CFR Part 1542, and with the Airport Security Program. Manage inspections, auditing processes, and proper documentation.
- Manage security training programs, to include the airport's computer-based training (CBT) for airport personnel and tenants; develop and implement new security training initiatives.
- Provide interpretation and guidance to the airport community regarding access control media and security-related issues for consistency and compliance.
- Develop, implement, and monitor systems so all contracts and documentation from Properties, Construction, Engineering, signatory airlines, and other tenants are reviewed for Access Control compliance, and that all security-related contracts are in compliance and meeting their contractual obligations. Serve as AAR for assigned contracts.
- Responsible for timely meeting of all reporting requirements. Facilitate proper response to letters of investigation, civil penalties, etc. made by TSA and investigate allegations of non-compliance. Interact with law enforcement agencies and other departments regarding investigative matters as needed.
- Management/supervision of employees in assigned areas of responsibility. Overall responsibility for assignment of work, hours of work, and authorization of timesheets; quality, quantity, and timeliness of work; compliance to policy and procedure; goals and performance review; development and training. Part of the interview and selection process, recommend disciplinary action as necessary and monitor the overall safety and security of the work area.
- Responsible for policies and procedures for assigned areas.
- Manage reconciliation and accountability of all issued access control media and record keeping.
- Responsible for assigned department budgets; the accuracy of financial transactions and reporting, and verification and approval of assigned contract pay requests/invoices.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in business or management, and eight (8) years experience in an airport operations environment to include supervisory and management responsibilities; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of TSA access control regulations and security directives as well as federal aviation security requirements.
- Proficient in multiple computer applications (Outlook, Word, Access, Excel , Power Point,and Oracle)
- Strong customer relations skills; excellent interpersonal skills
- Demonstrated record and bookkeeping skills
- Demonstrated ability to work effectively under time constraints and in stressful situations
- Able to prioritize work to meet deadlines; highly organized and detail oriented
- Strong oral and written communication skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2); indirectly supervises a staff of approximately nineteen (19)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Broad latitude regarding quantity and quality of work; costs; methods; hiring/termination action; performance appraisals, and other actions associated with employees.
- Must independently assess and maintain confidentiality requirements.
- Works very independently with little supervision or direction – substantial latitude in initiative, judgment and authority.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Vice President, Security Date

Senior Vice President, Operations Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager Access Control & Lock Shop

Department: Security

Date: March 1, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Vice President, Security Date

Senior Vice President, Operations Date

Human Resources - Compensation Date

JOB DESCRIPTION

JOB TITLE: Manager, Facility Assets DATE: June 23, 2014

DEPARTMENT: Maintenance GRADE/LEVEL: Exempt; L29

TITLE OF IMMEDIATE SUPERVISOR: Director, Maintenance

POSITION SUMMARY: The Manager, Facility Assets is responsible for the development, implementation, and administration of an asset management program and associated asset management systems (AMS) that include policies, standards, methods, procedures, and manual and automated processes.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Implement and manage all phases of the overall CMMS business plan
- Develop and maintain a complete hierarchy for Authority assets, including:
    - a posting matrix that will establish the level of asset detail to be maintained in the database
    - a "smart numbering" system that will allow for the data capture of work detail against assets
    - a business flow of work that will gather the needed information without added resources
    - support and train users of the CMMS in their day-to-day responsibilities
    - build and manage the necessary program to manage and "bill" for the services captured in the CMMS in accordance with the latest lease agreements, including airlines and tenants
- Create, execute and sustain a comprehensive, multi-faceted asset management system (AMS) encompassing, but not limited to:
    - land, including environmental protection areas; runways, taxiways, aprons and roadways
    - buildings and structures, including their electrical and mechanical systems and inventories
    - aviation-unique assets such as aircraft boarding bridges and pre-conditioned air units
    - signage inventories for both passenger facilities and roads
- Develop asset management program concepts and engage other appropriate persons and departments in comparative assessments of those concepts to prepare recommendations
- Define concepts and make comparative assessments, specify automated process functional and integration requirements, data requirements, and measurement and reporting requirements
- Utilize in-depth understanding of the capabilities and configuration options of the CMMS (Computerized Maintenance Management System) and other enterprise automated systems to meet AMS program requirements and ensure successful implementation
- Recommend improvements and/or additions to asset management program policies, standards, methods, and procedures and lead their implementation. Includes Automated methods for tracking parts, a comprehensive preventive maintenance schedule and work tracking program, etc.
- Recommend improvements and/or additions to asset management program processes, both manual and automated, and document automated process functional and interface requirements, data requirements and measurement and reporting requirements
- Participate in the implementation of automation requirements and in the testing, training and use of those processes as incorporated into the CMMS and other applications such as GIS and Oracle Financials.
- Participate in and facilitate collection of asset condition data and input of the data into the appropriate databases using CMMS and other applications including:
    - The development and implementation of RF tag technology
    - The use of hand-held wireless tablets to gather field data
    - Continued training and support of field personnel
- Participate in continuing efforts to improve location information for assets using GIS standards and methods

RESPONSIBILITIES (continued):

- Perform comprehensive assessments of assets using the automated processes encoded in CMMS modules and other application modules Perform complex analysis and re-assessments as needed to accurately complete asset condition assessments.
- Prepare asset management plans and expenditure forecasts based on assessments of assets' current conditions and probable useful life (e.g., Facilities Asset Renewal and Replacement Program)
- Supervise employees in assigned area. Assign work; monitor hours of work; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Address areas of concern and implement solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Present recommendations and supporting rationale to appropriate management and committees.
- Respond to rapid-response requests for asset condition and renewal information and other related requests as required
- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

A Bachelor degree in Computer Science or related field and six (6) years experience in development, implementation, management and monitoring of information systems . Experience in the asset management and planning domain is also a requirement, including basic understanding of financial planning and business processes. An equivalent combination of education, training and experience will be considered.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Requires proven abilities for complex data analysis and for reporting the results in an understandable form
- Requires excellent communication and personal professional relationship abilities
- Proficiency in Computerized Maintenance Management System, MS Access, MS Excel, GIS
- Demonstrated leadership/management skills

LICENSES / CERTIFICATIONS REQUIRED:

- A valid Florida driver's license

SUPERVISORY RESPONSIBILITIES:

Manages a staff of approximately three (3) employees. May oversee the work of consultants and/or others in a project management role.

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works very independently with little supervision or direction – substantial latitude in initiative, judgment
- Considerable latitude in defining the methods and procedures to be used to respond to asset management requirements and ad hoc requests and in the preparation of reports and other informational material
- Exercises independent judgment in the preparation of recommendations from high level direction and descriptions of end results desired

APPROVAL SIGNATURES:

_____	_____
Immediate Supervisor/Department Director	Date
_____	_____
Deputy Executive Director	Date
_____	_____
Director of Human Resources	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Facility Asset Manager
Department Maintenance
Date June 23, 2014
Section 631

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking					X	1
Sitting	X					2
Lifting A. __ 0 - 20 lbs.				X		2
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)			X		X	

Supervisor Comments:

Immediate Supervisor Date

Deputy Executive Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Employee Experience

Department: Customer Experience

Date: March 27, 2023

Title of Immediate Supervisor: Assistant Vice President, Customer Experience

Pay Level: L29

POSITION SUMMARY: Plan, implement, and oversee the community-wide employee experience program to include training, recognition, communication, engagement, and community events. Identify and implement methods to integrate our customer service philosophy throughout the community to enhance the customer experience and support the Orlando Experience ®. Partner with Orlando International Airport tenants and stakeholders to create pride in the workplace and drive employee engagement.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the coordination of community-wide training related to customer service initiatives, including but not limited to, training leaders, vendors, tenants, and airline personnel; scheduling and facilitating employee customer service framework education; and integrating the customer service philosophy into each company's training program.
- Create and maintain training materials to reinforce customer service initiatives.
- Identify new and innovative ways to engage with community employees.
- Develop, implement, and monitor a community-wide orientation program.
- Collect and analyze feedback from communication channels to identify training opportunities and methods to promote awareness of customer service initiatives.
- Manage employee communication via emails, websites, blogs, pocket guides, etc.
- Oversee the administration of the Recognition Program and communicate details to community partners.
- Represent the department in tenant meetings related to customer service or any employee engagement events.
- Serve as an active member of the Customer Service Advisory Council (CSAC), leading the Culture Team and other groups as assigned.
- Develop, implement, and monitor the Employee Experience components of the Customer Experience department budget in partnership with the Vice President, Customer Experience.
- Provide departmental support for the Greater Orlando Aviation Authority's (Aviation Authority) Business Continuity Plan.
- Supervise employees in assigned areas. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity, and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Aviation Management, or a training related field and six (6) years of progressively responsible experience in the customer service training and/or employee engagement field, to include a strong leadership role, or an equivalent combination of education, training, and experience. Development of training programs and materials required; supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of airport and Aviation Authority's structure, goals, and objectives
- Understanding of current customer service initiative framework

- Demonstrated presentation skills including being comfortable speaking in front of large groups and across all levels of the organization
- Basic facilitation skills
- Excellent oral and written communication
- Desire for training, employee engagement, and customer service
- Demonstrated leadership skills
- Demonstrated ability to create and manage successful training and engagement programs
- Ability to encourage senior-level leaders, station managers and other stakeholders
- A team player who easily builds relationships with internal and external customers
- Ability to manage change effectively
- Ability to effectively manage multiple large-scale projects simultaneously

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises one (1) Authority employee and indirectly supervises four (4) Aviation Authority employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works independently with little supervision or direction – substantial latitude in initiative, judgment, and authority
- Oversight of important, visible airport initiatives that include Aviation Authority, tenants, and other stakeholders
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Authority
- Exercise independent judgment while making decisions regarding; customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Customer Experience	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Employee Experience

Department: Customer Experience Date: March 27, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA or Personal Vehicle				X		2
General office equipment (computer, copier, fax, etc.)	X					3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Vice President, Customer Experience Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Commercial Development

Department: Commercial Properties | Date: February 16, 2018

Title of Immediate Supervisor: Sr. Director, Concessions & Commercial Properties | Pay Level: L29

POSITION SUMMARY: Assist the Senior Director of Concessions and Commercial Properties in generating optimum revenue through the effective management, marketing and development of assigned commercial properties at Orlando International Airport and Orlando Executive Airport. Serve as a primary contact for dealings with assigned properties.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA) , may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage multiple lease related tasks and assignments and communicate regularly with the airport, airline and commercial stakeholders including but not limited to, existing and prospective airline and non-airline tenants and users, real estate brokers, owners and developers, cargo carriers, freight forwarders, general aviation fixed base operators, commercial service providers, economic development agencies, governmental agencies, and other various entities. The focus of this position is existing airline and non-airline tenant and user changes, renewals, and local projects, but other types of projects may be assigned.
- Create and implement methods and strategies to market and lease Authority properties to produce optimum revenues.
- Serve as a primary contact for assigned individuals or entities interested in leasing commercial properties at the Orlando International Airport and Orlando Executive Airport.
- Prepare financial analysis of new lease opportunities, amendments and renewals; provide recommendations to the Senior Director of Concessions and Commercial Properties and to various committees as directed.
- Negotiate lease terms and conditions for new agreements, amendments and renewals of existing long-term leases; interface with legal counsel in the preparation and execution of documents.
- Coordinate with various GOAA departments to determine the feasibility and desirability of various lease and development opportunities.
- Work with Finance and various other departments as needed to analyze and determine prospective tenants' operational and financial capability.
- Coordinate the development and implementation of RFQs, RFPs and ITPs as required for existing lease opportunities.
- Communicate with assigned lessees, subtenants, and management companies in all matters pertaining to the maintenance and/or modification of existing leases.
- Communicate with assigned passenger and cargo airlines, warehouse providers, freight forwarders and cargo handlers pertaining to new and existing leasehold operations.
- Prepare memoranda, reports, term sheets and presentations; prepare draft legal documents as requested for Senior Director and legal counsel's review.
- Coordinate with the Engineering, Planning, Construction, Operations, Maintenance and Access Control departments, government agencies, contractors and utility companies to facilitate timely completion of assigned tenant improvement projects.
- Stay abreast of current market conditions, lease rates, anticipated absorption, and other related market information.
- Coordinate with the Authority's Planning, Customer Service, Marketing and IT departments to develop methods, systems and tools to further the marketing of commercial properties via the Authority web site, other internet and traditional media.

DUTIES AND RESPONSIBILITIES (continued):

- Supervise assigned employees. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; monitors compliance with established policy, procedure and standards. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Advise the Senior Director of areas of concern, investigate alternatives and recommend solutions.
- Other responsibilities as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in business administration, finance, real estate development or related field and five (5) years of commercial real estate and asset management experience including dealing with commercial real estate owners, tenants and users, brokers, developers and consulting firms, or an equivalent combination of education, training and experience. Supervisory experience required; airport commercial management experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Considerable knowledge of airport commercial real estate leasing practices and the ability to negotiate and present lease terms and conditions
- Knowledge of principles, practices, techniques, and methodologies of airport commercial real estate business, public administration and airport management
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Demonstrated ability to understand and interpret complex lease documents
- Ability to read, interpret and draft contracts, leases and routine real estate transaction documents
- Ability to understand basic architectural and engineering drawings and specifications
- Knowledge of standard industry management practices and techniques to assist tenants and users in developing space requirements, layouts, designs and timetables for build-out of tenant space
- Excellent written, interpersonal, communication and public presentation skills, and the ability to effectively interact with internal and external technical and non-technical personnel
- Demonstrated integrity, ingenuity, and inventiveness in the performance of tasks and assignments and the ability to represent the Authority in a professional manner
- Proficient computer skills to perform financial analysis, prepare documents, exhibits and presentations
- Computer skills required in Microsoft Word, Excel, PowerPoint, Adobe and database applications; familiarity with PROPworks and OASIS is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- A.A.E., C.P.M., SIOR, CCIM, Real Estate Broker or other related designation desired.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Frequent external stakeholder contacts in which the Authority's policies and procedures must be consistently and accurately represented.
- Provide a continual high standard of customer service with professionalism and efficiency.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Sr. Director, HR & Risk Management	Date
Chief Operating Officer	Date		

FLSA: Exempt	Shift Premium: N/A
EEO Category: Professionals	Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Commercial Development

Department: Commercial Properties

Date: February 16, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			3
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Operating Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Records Administration

Department: Executive Administration | Date: July 16, 2021

Title of Immediate: Chief Administrative Officer | Pay Level: L28

POSITION SUMMARY: Provide advanced technical, analytical, and executive level administrative functions related to Records Management/Board Services. Manage the administrative requirements and procedures for the Greater Orlando Aviation Authority's (GOAA) record management functions, maintaining compliance with State of Florida records management regulations as required. Serve as a back-up to Board Services meeting/agenda process. Coordinate with internal departments and General Counsel ensuring that all documents include the correct recommendation and language. Answer inquiries from various officials and receive all formal documents.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA) , may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist GOAA's Record Custodian with the development and management of the Records Management Program, including but not limited to: record retention schedules, supervising the storage and retrieval and destruction of records in accordance with state guidelines. Authorize the destruction of GOAA records.
- Responsible for the review and maintenance of GOAA's electronic records on the website. Analyze data to seek standardization in current workflow processed to gain efficiency with current positing system.
- Supervise the operations of the public record request process. Coordinate the review, production, and dissemination of record responses. Manage the response to subpoenas Duces Tecum with and without deposition.
- Assist in the development and implementation of processes for monitoring compliance with established and new record retention policies and state regulations. Advise and train departmental Records Coordinators as needed.
- Manage the Sunshine Committees' meetings process. Supervise and review the Recording Secretaries' submissions, distribution, and posting of agenda packages and official minutes. Verify compliance of public records regulations and sunshine laws.
- Serve as a back-up to Board Services meeting/agenda process; prepare and/or review materials and documents submitted for distribution to the Board; compile agenda packages; post/advertise board documentation as required, and forward to Board Members, Aviation Authority Staff, General Counsel, City Attorney, and City Clerk. Support may include regular contact with elected officials, community leaders, etc.
- Coordinate with internal departments and General Counsel ensuring that all documents include the correct recommendation and language, required approvals are requested and received, and necessary backup is provided. Research historical information for previous authorizations or actions as needed.
- Assist in management of the appeals process: distribute appeal letter to CEO, General Counsel, Chair of Committee, and others as necessary, schedule appeal hearing, and process decision letters.
- Complex recordkeeping responsibilities include preparing agendas, recording/transcribing meeting minutes, and following up on action items for next meeting. Serve as back-up recording secretary for Sunshine committee meetings.
- Assist with special projects/assignments/reports as assigned. May include organizing complex data, designing spreadsheets, etc. Often requires compiling and evaluating data from multiple sources into presentations or reports; researching information using independence regarding sources.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity, and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Serve as backup to the Records Management Specialist assisting with public records and lobbyist requests.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and four (4) years records management and/or board services administrative support experience at an executive level or an equivalent combination of education, training, and experience. Knowledge of State Sunshine Law and State Public Records Law required. Experience in municipal and/or county/state governmental agency or in a legal firm with responsible administrative and supervisory experience highly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must possess thorough knowledge of Authority Bylaws, Policies & Procedures, and City ordinances governing Airports; and have considerable knowledge of legal requirements in complying with state and city legislation, as well as considerable knowledge of parliamentary procedure
- Must be knowledgeable of the Government in the Sunshine (pertaining to public records)
- Excellent oral and written communication skills, including demonstrated ability to communicate effectively and diplomatically with executive level personnel, Aviation Authority Board members, elected officials, and the general public
- Type 60 CWPM; transcription 35 CWPM or other acceptable method
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Strong organizational skills and attention to detail
- Excellent composition and grammar skills
- Ability to multitask and change priorities as needed
- Must be able to work in a changing environment, under pressure, with tight schedules and constant interruptions
- Demonstrated ability to maintain confidentiality and manage proprietary information and sensitive situations
- Demonstrated leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- State of Florida Notary Public at time of hire or within six (6) months of hire/promotion
- Florida Certified Records Manager certification preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision
- High level of initiative, judgement in decisions, planning, researching and evaluating data
- Schedule and coordinate meetings with senior management, consultants, airline officials, tenants and other Authority departments
- Set work priorities, analyze telephone inquiries and make referrals, make office operations decisions
- Demonstrate good judgment in communicating with executive management, elected officials, community leaders, and other Authority departments regarding schedules, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CAO	Date	Chief Executive Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt	Shift Premium: N/A
EEO Category: Professional	Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Records Administration

Department: Executive Administration Date: July 16, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Chief Administrative Officer Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airline Tenants

Department: Commercial Properties | Date: October 3, 2022

Title of Immediate Supervisor: Director, Planning & Development | Pay Level: L29

POSITION SUMMARY: Manage the lease administration, tenancy, contractual issues and service agreements with airline/aviation related terminal tenants. Conduct business, financial, contract evaluation, research support and other statistical analysis used for decision-making and development of Greater Orlando Aviation Authority's (GOAA) goals and strategies. Draft airline space and use agreements, amendments and other agreements. Administer and maintain compliance with the terms and conditions of assigned agreements. Serve as Authority's liaison with corporate and local tenant representatives to understand, evaluate, present, track and resolve tenant issues and projects. Represent GOAA in assigned matters pertaining to Greater Orlando Aviation Authority's commercial properties department.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage airline and terminal aviation services agreements, contractual issues with leasing of airport properties for airlines, airline service providers, vendors and related agencies currently serving or proposing service to Orlando International Airport.
- Prepare and present business, financial, contract evaluation, research support and other statistical analysis used for decision-making and development of Greater Orlando Aviation Authority's (GOAA) goals and strategies. Meet with potential new airline entrant to discuss operating options, financial impacts and contractual options.
- Participate in strategic planning activities to identify and evaluate solutions to capacity issues and future growth of the terminal and airside areas. Facilitate the identification of space to meet the needs of existing and prospective airline tenants.
- Administer a portfolio of varied airline space and use agreements and lease agreements requiring a diverse understanding of contractual language, tenant processes and procedures.
- Supervise Commercial Properties Administrators in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Enter and maintain key terms and conditions, including billing instructions, for each agreement in the Aviation Authority's property management software in a timely and accurate manner.
- Establish relationships and communicate regularly with tenants to resolve issues, facilitate cross departmental coordination, and maintain good tenant relations.
- Prepare and process draft lease documents, amendments, letters and memorandums for management and legal counsel review.
- Coordinate and facilitate the execution of agreements, and distribute executed agreements.
- Prepare and process form agreements, amendments, permits, licenses, Design Review Committee packages and annual renewals.
- Administer the Aviation Authority's contractual requirements for tenant construction projects and assist Tenant Construction personnel with the approval, coordination and completion of multiple tenant projects.
- Interface with various Aviation Authority departments and personnel to evaluate, recommend and obtain approvals for space assignments; to resolve space, use and support facilities; to evaluate, recommend and obtain approvals for the assignments of baggage makeup facilities; to confirm tenant contract maintenance requirements and expedite resolution for tenant maintenance issues; to confirm tenant awareness of their security responsibilities and to verify all thresholds are met; to provide support, coordination, mediation and resolution of contractual issues; to

provide fee estimates and other information to assist with the integration of new airlines, tenants, services, space and support requirements; and to provide information regarding tenant space assignments and changes that affect passenger terminal way-finding.

- Prepare and issue monthly airline service reports, and tenant contact directories for their distribution by Marketing.
- Assist in the development of bid documents and request for proposals for aviation projects; coordinate the solicitation, bid review, recommendation to procurement committee and to Authority Board for award to successful bidder.
- Manage the coordination, vetting, and approval of new space and space change requests in coordination with Airline Affairs, Airport Operations, Airport Maintenance, Tenant Construction and corporate tenant property and facilities representatives.
- Assemble Letters of Authorization, which comply with the Rates and Resolution agreement and Airport Operations Procedures for the leasing of terminal space, baggage make-up units, preferential gates, ticket counters and support space.
- Coordinate updates to Exhibit C (Allocation of Space) to the LOA's, Space Use Agreements and other terminal complex leaseholds.
- Collaborate with Finance to confirm revenues are apportioned accurately in accordance to the lease documents; verify and confirm tenant billing; collaborate on all rent and rent collection related issues, including rent escalations, changes in space, agreement assumption, tenant name or ownership changes; assist in collections.
- Maintain and populate the Space Management System database and coordinate modifications to base drawing with CADD support personnel.
- Conduct field verification of space allocations as needed.
- Coordinate address requests, monitor and update property data in technology information systems.
- Review submittals for tenant improvement projects and tenant signage. Maintain continuity and integrity of design of facilities, compatibility with existing facilities, safety issues and other factors.
- Perform a preliminary review of schematic renderings, drawings and other associated documents and presents to the DRC following content approval, prior to Engineering review; Aviation Authority liaison with tenant and represent the department at construction design meetings, pre-construction meetings, project update meetings, job coordination meeting, as required.
- Abstract and track critical dates, etc. for new leases, lease renewals, expansions, contractions, relocations, terminations and various lease amendments in a timely and accurate manner.
- Evaluate deposits and contract bonds against current and forecasted activity. Make recommendations with regards to increasing or decreasing deposits and contract bonds annually, bi-annually, or as needed.
- Work closely with the Aviation Authority's General Consultant to maintain compliance with graphic standards and uniformity with past and future issues.
- Compile and maintain statistical data essential to developing rates and charges, minimum annual privilege fees, project costs, and financial proformas.
- Perform O&M, Capital and Revenue budgets and preparation of the annual Leasehold Disclosure for airline/aviation terminal tenants as required by the Finance department. Provide revenue forecasts and coordinate the department's revenue budget annually.
- Interface with current and future tenants/customers to resolve start-up or relocation issues. Coordinate operational activities to assure that occupants receive the level and kind of building services specified in lease agreements and verify that property is in a condition that complies with the terms of leases at the time it is vacated. Address tenant issues with management or other departments as needed.
- Interface with the Orange County Property Appraiser and Tax Collector regarding Ad Valorem and non- Ad Valorem tax issues related to airport properties and leaseholds. Assist in the resolution of questions regarding exemptions and delinquent taxes.
- Coordinate tracking, storage and destruction of documents and records, and respond to public records requests.
- Draft board memos, presentations and other business proposals as required by management.
- Maintain and distribute the Airline Providing Service report used by Marketing, Customer Service and IT on the airport website and mobile phone app for public information purposes.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business or Public Administration, or in a directly related field and five (5) years experience related to airline/airport commercial lease management, contract administration and airline/airport operations/management, or an equivalent combination of related training, education and experience. Experience using property and contract management software applications, preparing commercial properties leases, and drafting business letters required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Ability to read, interpret and draft contracts, leases and routine property management transaction documents, and read and interpret construction blueprints, schematics, drawings and architectural renderings.
- Knowledge of standard space management practices and techniques to assist clients in developing space requirements; layouts, designs and timetables for build-out of space.
- Proficiency in Microsoft Office Suite or similar applications to perform financial and general business analysis, prepare documents, exhibits and presentations. General knowledge of Auto CADD and ArcGIS products.
- Excellent interpersonal, communication, public presentation and written skills and ability to effectively interact with Aviation Authority, airport and domestic and international corporate customers, including legal, financial, technical and non-technical individuals.
- Demonstrate team leadership, integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Authority in a professional manner.
- Ability to quickly identify issues, resources and alternatives, build consensus, recommend suggested courses of action and implement decisions.
- Must have the ability to work in a dynamic environment interacting regularly with corporate executives, local and federal officials.
- An understanding of airport and airlines terminal operations is required to perform effectively.
- Ability to read, understand and interpret local and federal regulations, certifications, registrations, licensing and operational procedures.
- Ability to manage large campus facilities with multiple tenants and varied ongoing activities, including terminal, maintenance, operations, support, provisioning, and other tenant activities.
- Ability to serve as the GOAA's liaison and tenant advocate to resolve conflicting interests and ensure optimal solutions acceptable to all parties in a timely manner.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervise a staff of approximately one (1) employee

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority
- Must be able to meet deadlines, create ad-hoc reports for management.
- Establish general operating procedures, quality and quantity of work in an area of responsibility.
- Frequent external stakeholder contacts in which GOAA's policies and procedures must be consistently and accurately represented. Required to provide high standard of customer service with professionalism and efficiency.
- Possess an understanding of individual corporate protocol when communicating, negotiating or interacting with sophisticated corporate representatives.

- Must have a solid understanding of the Authority's mission, goals and objectives.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Chief Executive Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airline Tenants

Department: Commercial Properties Date: October 3, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					N/A	N/A
51+ lbs					N/A	N/A
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Executive Officer Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Manager, Airfield & Grounds Date: April 21, 2016

Department: Maintenance Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Director, Maintenance Operations

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POSITION SUMMARY: Provides leadership and management to ensure the desired physical condition of the airfield/airport grounds, roadways, paving, drainage, and support. Schedules and prioritizes major projects; determines labor force requirements and equipment/material needs.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Manage and provide leadership for all airfield/airport grounds, roadways, drainage, pavement, and maintenance support operations. Schedule/prioritize major projects; identify labor force, equipment and material needs (including Capital), develop replacement and renewal programs.
- Contract responsibility for runway rubber removal and ramp scrubbing (FDOT notifications, required water issues, etc.).
- Coordinate with various FAA, Authority, and tenant departments to ensure no conflicts arise from work being scheduled in their areas of responsibility.
- Ensure proper monitoring of storm-water levels and implement adjustment of flood control structures.
- Confer with Supervisory staff on a daily basis to ensure that work to be undertaken is thoroughly understood and that sufficient parameters are established and maintained to complete work in a timely and efficient manner.
- Establish and maintain the appropriate administrative systems to record personnel, administrative, contractual, investigative, or any other records that must be maintained for the efficiency of the section.
- Review, study, and interpret architectural drawings, plans, and specifications for proposed projects prior to the bidding process; review "as-built" drawings for accuracy and completeness. Review all pavement construction contracts.
- Inspect pavement/concrete construction projects.
- Initiate the procurement process, participate through contract award, and ensure compliance with the contract requirements for services and material contracts. Approve procurement requests and project payouts, initiate budget release and work requests.
- Prepare documents for construction committee, including budget, timeframe, requirements, expected outcomes, etc. Attend project meetings as needed.
- Responsible for personnel (overtime), purchasing, and capital budgets. Track and ensure payment of invoices, review/authorize all invoices.
- Plan, develop and initiate staff training programs. Overall responsibility for staff payroll, performance reviews and disciplinary actions. Participate in the interview, testing, and selection process for open positions.
- Remain current on all GOAA safety, security and emergency response procedures and ensure that all section employees are trained on these procedures.
- Perform other duties as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS:

Bachelor degree in Civil Engineering, Construction, Architectural studies or Management; and six (6) years' experience in a large scale Operations & Maintenance organization to include supervisory responsibility, or an equivalent combination of education, training, and experience. Airport experience preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Technical training in various types of building construction
- Training in production control methods for structural systems maintenance
- Manpower resource management
- Sound working knowledge of heavy construction equipment, storm drainage systems, pavements/concrete repairs, construction methods and materials
- Working knowledge of hazardous material/chemical handling requirements and aquatic chemical applications
- A thorough working knowledge of FAR 139 parameters regarding airfields and the maintenance thereof
- Strong leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Drivers License; technical licenses desirable
- A Restricted Chemical license required within one year of employment in this position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

Through two Supervisors, Manages approximately thirty three (33) employees who are governed by a bargaining unit contract.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independent judgement and make decisions.)*

- Substantial latitude in initiative, judgement, and authority in carrying out duties and responsibilities consistent with this position as described.
- May establish general operating procedures, quality and quantity of work performed in area of responsibility.

APPROVAL SIGNATURES:

_____ Date_____
Immediate Supervisor

_____ Date_____
Department Director

_____ Date_____
Director of Human Resources

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Manager, Airfield & Grounds
Department Maintenance
Date April 21, 2016
Section 631

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.					X	1
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping				X		1
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		1
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Transportation via department vehicle		X				3
General office equipment (computer, copier, fax)		X				3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations – Strategic Initiatives

Department: Airport Operations | Date: July 13, 2023

Title of Immediate Supervisor: Vice President, MCO Operations | Pay Level: L29

POSITION SUMMARY: Plan and manage deliverables for organizational strategic initiatives that expand beyond the standard scope and entail complex coordination. Provide project management and program coordination support for Airport Operations. Develop or oversee project timelines based on strategic prioritization, planning, and resource utilization. Design, communicate, and implement operational plans for project completion; coordinate with Aviation Authority departments and external stakeholders; monitor progress and performance against project plan; take action or make recommendations to resolve problems and minimize delays.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage or oversee the strategic planning and successful execution of projects from inception to final product; maintain smooth and effective workflows and meet established deadlines within budget. Develop or define project timelines based on strategic prioritization, planning and resource utilization. Define project task and resource requirements.
- Lead operational readiness and airport transition projects as they relate to Airport Operations.
- Identify issues; manage team's expectations, and offer recommendations for creative solutions or workarounds based on knowledge of priorities, development roadmap, and contributing factors. Manage project budget schedule.
- Coordinate project meetings among GOAA staff, consultants, and contractors as required to execute projects through design and construction phases. Lead the development of business/operational readiness project/delivery plans leveraging established project and program methodology.
- Assemble, coordinate, and supervise, as needed, the activities of personnel involved in projects, providing direction and support as needed. Assist in coordination amongst all operations groups as needed.
- Identify and develop relationships with sponsors and key stakeholders to establish and monitor progress against project goals and objectives.
- Resolve issues and determine contingency plans and triggers for risks. As needed, escalate issues to appropriate audiences including key business leaders and team members.
- Review project deliverables for completeness, quality, and compliance with established standards.
- Verify projects are completed as required for areas that directly affect Airport Operations.
- Assist with the development of procurement and implementation processes; prepare documents for assigned committees. Assist in the establishment of consulting services.
- Assist with the implementation of capital programs, research objectives and assist in the coordination of annual budget requests.
- Assist with the review and verification of insurance requirements for all applicable contracts, management and coordination of contract execution, timely renewals/amendments, and verification of invoices for payment. Assist with recommendations for problem resolution.
- Prepare Board and Committee memos, presentations, etc. as required; perform research as needed; determine/ calculate accurate allocation of expenses and fees as applicable. Attend meetings on behalf of Airport Operations and provide status of projects as needed. Develop and deliver other project presentations as assigned.
- Assist with Airport Operations' (Airfield, Landside, Airline, etc.) emergency and support duties as assigned.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and four (4) years of experience related to public or project management, or an equivalent combination of education, training and experience. Knowledge of/and experience with document control, project management, contracts/agreements and regulatory agencies in an airport setting preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough understanding of project management phases, techniques, and tools
- Appropriate use of tools and technology to track and monitor the performance of assigned projects.
- Strong negotiation and leadership skills
- Ability to pay attention to detail and meet deadlines; strong organizational skills
- Demonstrated ability to analyze data and to analyze and plan projects
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Excellent oral and written/grammar communication skills
- Ability to present information to large and diverse groups
- Demonstrated ability to maintain confidential and sensitive information
- Must maintain professionalism and diplomacy at all times while interacting with the public, Aviation Authority management and employees, tenants, vendors, contractors, airlines, regulatory authorities, etc.
- Ability to read and interpret contracts and agreements
- Strong computer skills in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, etc.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Project Management Professional (PMP) certification required at time of hire or within 12 months of hire/promotion

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise activities of personnel involved in special projects.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, high level of initiative judgment and authority.
- Independently manage and prioritize multiple concurrent complex projects, completing work under pressure to meet strict deadlines.
- Able to work effectively and efficiently toward goals in a complex, diverse environment with multiple and changing demands.
- Establish general operating procedures, quality and quantity of work in an area of responsibility
- Expected to manage job responsibilities in a timely manner to meet deadlines.
- Establish priorities to maximize productivity and efficiency.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/VP	Date	Chief of Operations	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals

Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations – Strategic Initiatives

Department: Operations Administration Date: July 13, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking			X			2
Sitting			X			3
Lifting: 0 – 20 lbs.					X	1
20 – 50 lbs.					X	1
51+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/VP Date

Chief of Operations Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Customer Experience

Department: Customer Experience Date: June 5, 2023

Title of Immediate Supervisor: Assistant Vice President, Customer Experience Pay Level: L29

POSITION SUMMARY: Develop, implement and manage the Customer Experience for the Greater Orlando Aviation Authority (GOAA) including airport-wide special events, programs, projects and other initiatives to promote and enhance customer experience and exceed the expectations of our guest.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Create, manage, and implement customer experience programs and events to promote and support the Orlando Experience ®.
- Engage airport partners in both formal and informal meetings to maintain continued communications to expedite the resolution of customer complaints and to solve operational issues with GOAA, airport tenants and key stakeholders (airlines, TSA, concessions, ground transportation, Disney Magical Express, etc.).
- Oversee the collection and analysis of guest feedback, passenger inquiries, survey data, etc. Compile data into effective presentations for executive staff, board members, etc. Utilize data to highlight areas of success and to identify and improve areas of opportunity.
- Recommend and develop strategies and implement plans to mitigate negative customer impacts. Collaborate with airport businesses and service providers to confirm that a positive "Orlando Experience ®" is maintained. Manage sensitive issues as they arise.
- Keep abreast of industry "Best Practices" in Customer Experience and incorporate into the Customer Experience program as applicable.
- Participate in numerous committees pertaining to Customer Experience and coordinates with GOAA departments and board members to communicate Customer Experience initiatives.
- Plans with community organizations key events to provide resources and services throughout the Community of Orlando.
- Develop and implement policies and procedures to maintain trained GOAA and contract staff and excellent customer service.
- Provide customer service related training for Authority employees, Customer Service Ambassadors, and volunteers working a special event.
- Develop, implement, and monitor the Customer Experience sections components of the department budget in partnership with the Vice President.
- Provide departmental support for the Authority's Business Continuity Plan.
- Participate with various GOAA sanctioned teams and initiatives. Serve as an active member of the Customer Service Advisory Council.
- Supervise GOAA employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system. Assist with the oversight of the Customer Experience Department's performance goals to support the Orlando Experience ® and CEO's goals. Ensure all team members have a thorough understanding of goals and expectations.
- Serve as acting Assistant Vice President, Customer Experience in their absence.

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Aviation Management, Business Administration, Communications or related field, and six (6) years experience in airport customer services environment with three (3) of those years working at a medium to large hub airport, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication
- Ability to analyze and interpret customer service issues, problem solve, and reach satisfactory resolution
- Knowledge of airport and Authority's structure, goals and objectives
- Ability to keep abreast of customer service principles and industry Best Practices to support delivery of the Orlando Experience®
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired
- Ability to effectively analyze data and identify trends, patterns, etc.
- A second language is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises two (2) Authority employee and indirectly supervises approximately three (3) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work very independently with little supervision or direction – substantial latitude in initiative, judgment
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Authority
- Exercise independent judgment while making decisions re: customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Vice President, Customer Experience	Date
Chief Creative Office	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: Professional
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Customer Experience

Department: Customer Experience Date: June 6, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/AVP Date

Vice President, Customer Experience Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Parking Operations

Department: Parking Operations & GT Services — Date: September 7, 2018

Title of Immediate Supervisor: Assistant Director, Airport Operations — Pay Level: L29

POSITION SUMMARY: Manage the day-to-day operations of the parking and shuttle operations associated with the various parking facilities. Provide oversight of the airport's Parking Revenue Control System (PRCS) hardware including public & employee parking, AVI, management card program, commercial ground transportation operations and other related systems. Manages the day-to-day operations of the Authority's Revenue Control Shop, and serve as the operational facilitator for the public, valet and employee parking.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Administer the day-to-day function of the parking and shuttle operations with strong emphasis on customer service, contract compliance determinations and quality control. Performs or coordinates after-hour response to PRCS issues and initiate/implement corrective measures.
- Manage the collecting, accounting, and validating of the Authority's parking revenue. Assist in budget forecasts and administration of funds.
- Manage the Employee Parking Lot (EPL) shuttle operations; respond to day-to-day operational issues and take a proactive approach to anticipating and preventing recurring issues.
- Maintain proper functioning of the PRCS hardware (public parking, employee parking, E-Pass/Sun Pass system, management card program, commercial ground transportation operations, license plate inventory, valet, etc.) to enable the accurate collection of revenue.
- Plan for and coordinate continued excellent customer service during PRCS hardware and software upgrades, new technology and improvements. Manage proper response to equipment issues and emergency incidents, compliance with Equipment Preventive Maintenance Program, and adequate supply of spare parts and equipment.
- Utilize detailed understanding of inter-related parking systems to conduct in-depth testing; coordinate with the PRCS Auditor in the analysis of system data, modification and documentation of records and report development.
- Administer the Authority's Parking Validation program. Responsible for issuing and tracking validation vouchers.
- Execute emergency response procedures related to parking and the shuttle bus contracts, as well as departmental emergency procedures. Serve as Alternate Resource Recovery Coordinator for the department Business Continuity Plan (BCP).
- Confirm parking programs adhere to applicable federal, state, and local regulations and guidelines.
- Supervise employees including: assign work, monitor hours of work and authorize time sheets, oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees; recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Coordinate with GOAA maintenance and contractors for peak and holiday parking periods.
- Maintain the safe, secure, and orderly operation of the Parking Departments, including overseeing measures to maintain maximum level of safety in all parking facilities / areas.
- Establish and maintain records and reports appropriate to area of responsibility.
- Assist in the development and implementation of procedures to enhance customer service and meet the requirements set forth in the contract documents. Investigate problems and propose solutions.
- Remain current with state-of-the-art electronic systems and components, to include reading and interpreting schematics.
- Serve as department liaison with other GOAA departments and outside agencies on matters related to parking, employee shuttle and economy shuttle operations.
- Oversee the Department's records retention process with the department's Records Coordinator.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Management or a related field, and six (6) years experience in parking revenue control systems or the parking industry, to include three (3) years customer service experience, or an equivalent combination of education, training and experience. Experience in airport parking industry preferred

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Skill in working with parking and ground transportation revenue control systems hardware and software
- Familiarity with reading diagrams, schematics and specifications
- Working knowledge and familiarity with the Authority's Ground Transportation Services functions.
- Knowledge of parking database or E-Pass/SunPass (AVI) systems, Access Control Systems, analog and digital circuitry, fiber optics, communication circuits, CCTV, audio and video systems
- Effective oral and written communication skills
- Computer skills – PRCS administration, Microsoft Office, Crystal Reports
- Supervisory/leadership skills
- Strong analytical/diagnostic skills
- Ability to operate a two-way radio and motor vehicle
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times and in potentially stressful, difficult and confrontational situations
- Ability to handle multiple tasks, manage time effectively, and pay close attention to detail
- Must be able and available to work weekends, holidays and special events as needed

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional parking certification (CAPP, CPFM) desirable.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately thirteen (13) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works very independently with little supervision or direction – substantial latitude in initiative, judgment and authority.
- Determines validity of reimbursable expenses and adjustment of parking fees and charges.
- Interprets existing regulations and policies applicable to daily decision making for the Parking Operation

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, Human Resources & Risk Mgmt	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Parking Operations

Department: Parking Operations & GT Services Date: September 7, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing				X		3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes			X			3
Chemicals					X	3
Insects			X			3
Heights, Confined Areas				X		3
Excessive Noise				X		3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
2 Way Radio	X					3
Revenue Control Equipment		X				

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airline Relations

Department: Executive Administration | Date: February 24, 2023

Title of Immediate Supervisor: Assistant Vice President, Airline Relations | Pay Level: L30

POSITION SUMMARY: Assist the Assistant Vice President with departmental responsibilities of advising, leading, and aiding the Greater Orlando Aviation Authority (GOAA) with the planning and implementation of strategic initiatives related to airline relations and activities as set forth by the Board and Chief Executive Officer. Provide support to airline business processes, systems and agreement negotiations. Provide planning and project management for various activities to include airline facility planning, engineering and/or construction projects in support of the Terminal Area Capital Improvement Plan (TAIP), from scope definition and design through completion of construction and operations. Accountable for the seamless transition from current facilities to those provided by TAIP. Review for accuracy the design and construction project activity as it related to operational needs, facility readiness and transition activities.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage airline relations relative to business, operational, planning, facility management and improvements and other efforts on a local and corporate level. Facilitate discussions with current airlines and provide support to the Marketing department on prospective airline entrants to the MCO market.
- Manage current, medium and long range planning efforts to support airline growth, airline terminal rebalancing initiatives, new entrant allocation and the implementation of industry innovations.
- Contribute to the negotiations for new airline agreement. Review agreement language and make recommendations on language based on data and procedural analysis to assist in decision making. Manage the process to update procedures or implement changes with relevant departments to include Properties, Operations, Maintenance and Finance.
- Facilitate discussions with staff and consultants to identify and make recommendations to improve or add operational processes, procedures, strategies and systems.
- Support analytical and modeling efforts during planning. Point of contact with various GOAA Departments and consultant to gather, review data and drafts identify processes, validate assumptions and results of the models.
- Provide organizational guidance and support to operational readiness and transition program staff on various terminal related CIP projects. Serve a primary liaison between the airlines and the various operational readiness projects. Collaborate with departmental representatives and external stakeholders to identify needs, processes and procedures in support of operational readiness activities. Develop procedures and controls to maintain a seamless transition from construction to operation.
- Organize and provide specialized tours, prepare briefings and presentations pertaining to airline relations, business and/or operational matters.
- Manage and support the space planning and allocation process in GIS to maintain consistency with the financial and leasing model to include communication of the process. Review architectural drawings and provide guidance to the CADD support team in support of the updates. Verify GOAA's spatial information systems are updated to reflect the new or renovated facilities, equipment and systems.
- Participate in technical review of drawings and specifications, job coordination meetings, budgeting, review of written proposals, coordinate change orders, and scheduling of activities.
- Participate in post construction analysis of performance by the contractor, architect or engineer of record and the Owner's Authorized Representative.
- Provide support to the strategic tasks assigned by the Assistant VP.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in aviation management or related field and seven (7) years' experience airport/airline operations developing, integrating, implementing, strategic initiatives, or an equivalent combination of related education, training, and experience. Previous facilities, planning airport operations and/or properties experience required. Experience in an architectural or engineering firm, construction or governmental agency with responsibility for compliance and enforcement activities is an asset.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Understanding of airport & airlines business practices to include operational and facility issues
- Demonstrated ability to analyze, plan, schedule, organize, prioritize and manage multiple complex projects.
- Ability to communicate the Authority's position clearly and accurately, formally and informally to internal and external customers
- Knowledge of construction terminology and practices
- Project management skills
- Basic negotiation skills
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Ability to read and interpret contract documents/agreements, plans and technical specifications
- Familiarity with construction and electronic documents, plans and schematic diagrams desired
- Ability to present information to large and diverse groups
- Strong computer skills in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, etc.
- Working knowledge of Resources Management Systems
- Knowledge of CADD, Revit, BIM and/or GIS desirable
- Strong written and oral communications skills
- Ability to pay attention to detail and meet deadlines; strong organizational skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- AAAE certification desirable
- Certification in a specialty subject area(s), which may benefit the Authority, is desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise contract extension of staff and activities of personnel involved in special projects.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority
- Supervise and direct several major projects and project functions
- Responsible for quality and quantity of work, costs, methods, etc. Evaluate performance of contractors and their compliance with policies and regulations
- Provide counsel for solution of unusual problems
- Participate in negotiation of consultant fees and change orders
- Rely on extensive experience and judgment to manage, plan, and accomplish GOAA's goals

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is

employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Development Officer Date

Vice President of Human Resources Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airline Relations

Department: Executive Administration Date: February 24, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Development Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Human Resources (Benefits & Compensation)

Department: Human Resources | Date: July 22, 2024

Title of Immediate Supervisor: AVP, Human Resources | Pay Level: L29

POSITION SUMMARY: Plan, develop and oversee Authority wide compensation and benefit programs. Set the organization's pay structures and benefits offerings in compliance with applicable federal and state regulations. Recommends promotion, reclassification, new hire and selective increase pay adjustments. Manages the job evaluation team responsible for aligning all positions to the appropriate pay level classification. Supervise assigned staff.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Monitor market conditions and applicable regulations to design and maintain current and competitive pay structures and pay rates; oversee the job description process; determine participation in applicable salary surveys and other tools to maintain integrity of pay structures and pay rates.
- Oversee the job evaluation team responsible for aligning all positions to the appropriate pay level. Determines the FLSA overtime exemption status. Recommends promotion, reclassification, new hire and selective increase pay adjustments.
- Administer employee benefit programs including but not limited to insurance policies such as health, life and disability, leaves of absence, wellness initiatives; participate in the selection of benefits vendors, manage enrollment, renewal and delivery of benefits to employees; monitor applicable regulations to maintain compliance.
- Identify the needs of the organization and measure the effectiveness of programs in assigned areas of responsibility.
- Formulate and interpret policy and continuously update so all assigned programs follow federal, state, and local laws and regulations and Authority policy. Facilitate adherence to legal reporting requirements. Maintain up-to-date knowledge of industry trends and laws.
- Develop and monitor assigned areas of the department budget.
- Represent the Authority/Department at unemployment hearings.
- Negotiate and monitor contracts with outside suppliers so the level and standard of service, schedules, quality, responsiveness, and cost are provided at the expected level.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Develop reports, interpret data and formulate related responses.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Business, Human Resources or related field, and seven (7) years progressively responsible experience in compensation and benefits, or an equivalent combination of education, training and experience. Master degree desired. Supervisory and management experience in assigned program areas required. Experience working for a Florida public sector entity a plus. Professional Human Resources, Compensation, and/or Benefits certifications preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong skills in planning and analysis
- Oral and written communications and presentation skill
- Ability to work effectively with employees and managers at all levels
- Ability to communicate clearly and concisely, in English, both orally and in writing
- Knowledge of related laws, regulations, policies and procedures
- Ability to conduct research, organize, analyze data and formulate recommendations, and to create and promote programs
- Ability to work cooperatively with human resource staff and Aviation Authority management to solve problems and make sound decisions based on available information
- Ability to work on several projects at once, and to plan and organize a wide variety of activities
- Strong negotiating skills
- Ability to maintain professionalism and diplomacy at all times while interacting with the public and Aviation Authority management and employees
- Must be able to maintain the confidentiality of sensitive information
- Strong computer skills using Microsoft Office, Excel, Word, Access and other business applications; knowledge of HRIS systems (i.e. Oracle, ADP, etc) required
- Multilingual skills a plus

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2); indirectly supervises a staff of approximately one (1)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, minimal supervision
- Extensive latitude in initiative, judgment, and authority
- Interpret policy, law, bargaining unit contracts, etc.
- Develop strategic plans

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APPROVAL SIGNATURES:

Vice President, Human Resources Date

Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Human Resources (Compensation & Benefits)

Department: Human Resources Date: July 22, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs						
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

VP, Human Resources Date

Chief Administrative Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Plant Maintenance

Department: Facilities | Date: September 27, 2023

Title of Immediate Supervisor: Assistant Vice President, Maintenance Operations | Pay Level: L29

POSITION SUMMARY: Plan, organize, and manage the maintenance and repair of all equipment and related control systems pertaining to heating, ventilation, air conditioning (HVAC) equipment and plumbing. Manage the operation of the building automation systems and work order dispatch system.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage all building automation system activities and in-house personnel of the Central Plant operation.
- Establish criteria for the efficient operation and monitoring of all Central Plant related equipment; maintain an effective and efficient work order dispatch system.
- Manage the HVAC and Plumbing shops, including in-house personnel, in the operation, repair, and maintenance of systems in a safe and cost effective manner. Oversee and monitor external service contractors.
- Develop, implement, supervise preventive maintenance programs, and assist in the implementation and modification of assigned maintenance management systems. Coordinate contracts for preventive maintenance/corrective services
- Confirm assigned staff deliver an appropriate level of customer service; establish quality standards, develop training programs, and evaluate outcomes.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Communicate in a professional manner with GOAA staff, tenants, consultants, airlines, and contractors while investigating/resolving concerns.
- Establish and maintain records and reports appropriate to areas of responsibility.
- Develop and maintain assigned budgets.
- Remain current on all GOAA emergency and security procedures and confirm proper responses as required.
- Review, study, and interpret mechanical drawings, plans, and specifications for proposed projects prior to the bidding process; review “as-built” drawings for accuracy and completeness.
- Develop technical specifications, initiate the procurement process and participate through contract award, and serve as the Authority’s Authorized Representative to verify timely compliance with the contract requirements.
- Evaluate procedures and practices, on a regular basis, in order to achieve a high quality and quantity of work at the most reasonable cost.
- Investigate problems and develop solutions in areas of responsibility; confer with supervisory staff and interface with other GOAA departments, tenants, consultants, and contractors.
- Maintain compliance with applicable Federal, State, and local codes, and establish maintenance standards consistent with OSHA standards and NFPA regulations, FAR, FAA, and security regulations while operating in the airport operating areas.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Mechanical Engineering or a related field and six (6) years related experience in a large-scale operations & maintenance organization, to include supervisory responsibilities; or an equivalent combination of education, training, and experience. Airport experience desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of Central Plant, electrical direct digital and pneumatic controls, plumbing and HVAC operations.
- Computer skills – proficient in Microsoft word, Excel, and Outlook
- Effective communication skills, verbal and written
- Must be able to read and interpret mechanical data and drawings
- Effective supervisory/management skills
- Skilled in dealing with contractor accountability, dispute resolution, and related follow-up/follow-through
- Effective organizational skills; attention to detail; analytical skills
- Must be able to work various shifts including; early mornings, late evenings, nights, weekends and holidays to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Position related technical licenses desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises (four (4) staff; indirectly supervises a staff of approximately fifty-five (54), including bargaining and non-bargaining staff, as well as indirect oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work very independently with little supervision or direction – substantial latitude in initiative, judgment, and authority.
- Establish general operating procedures, quality and quantity of work performed in area of responsibility.
- Supervise and direct the work of a major functional area, including responsibility for cost, methods, maintenance of discipline, transfers, promotions, performance appraisals, salary adjustments, hires and terminations.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Vice President	Date
Chief of Operations	Date	Chief Operating Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Plant Maintenance

Department: Maintenance

Date: September 27, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Customer Experience Hub

Department: Customer Experience | Date: April 25, 2024

Title of Immediate Supervisor: Assistant Vice President, Customer Experience | Pay Level: L29

POSITION SUMMARY: Manage and oversee the Customer Experience Hub (CX Hub) section of the Customer Experience Department for the Greater Orlando Aviation Authority (Aviation Authority), monitor customer service provided via social media channels, employee website, and phone and paging. Assist with other customer experience initiatives to promote and enhance communication to exceed the expectations of our guests.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist with the oversight of the Customer Experience Department's performance goals to support the Orlando Experience ® and the CEO's goals. Guarantee all team members have a thorough understanding of goals and expectations.
- Confirm a consistent message is shared via all means of Customer Experience communication.
- Work closely with the Aviation Authority's Public Affairs Department to confirm appropriate communication methods have been established to respond during emergencies and anomalies.
- Work closely with the Information Technology Department to verify the department has the necessary equipment and software to effectively complete tasks and communicate with the public.
- Engage airport partners in both formal and informal meetings to maintain continued communications to expedite the resolution of customer complaints and to solve operational issues with the Aviation Authority, airport tenants and key stakeholders (airlines, TSA, concessions, ground transportation, etc.).
- Analyze data and prepare reports on engagements handled by the CX Hub via phone, email, and social media and present to executive staff, board members, etc. Utilize data to collaborate with Customer Experience and other Aviation Authority department members to support the Orlando Experience ®.
- Recommend and develop strategies and implement plans to mitigate negative customer impacts. Collaborate with airport businesses and service providers to confirm that a positive "Orlando Experience" is maintained. Manage sensitive issues as they arise.
- Keep abreast of industry "Best Practices" in communication and incorporate into the Customer Experience program as applicable.
- Work closely with the Customer Service Manager to develop emergency response procedures related to Airport Information including a communication plan for passengers and airport personnel during an operational emergency or other interruption of normal processes, providing assistance as required.
- Develop and implement policies and procedures to maintain trained Aviation Authority and contract staff, and to provide ongoing excellent communications and customer service.
- Develop, implement and monitor the CX Hub section's components of the Customer Experience department budget in partnership with the Vice President, Customer Experience.
- Provide departmental support for the Aviation Authority's Business Continuity Plan.
- Participate with various Aviation Authority sanctioned teams and initiatives. Serve as an active member of the Customer Service Advisory Council.
- Coach staff through challenging customer service issues.
- Evaluate staff effectiveness and performance annually or on an as-needed basis.
- Develop monthly, quarterly and annual goals and action plans.
- Prepare work schedules to ensure sufficient coverage.

- Supervise Aviation Authority employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policies, procedures and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Aviation Management, Business Administration, Communications, Marketing or related field, and four (4) years of experience serving as a communications supervisor/manager, call center manager or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication
- Ability to effectively analyze data to identify trends, patterns, etc.
- Strong knowledge and experience using a variety of communication channels
- A team player who easily builds relationships with internal and external customers
- Knowledge of airport and Aviation Authority's structure, goals and objectives
- Ability to keep abreast of customer service principles and industry Best Practices to support delivery of the Orlando Experience®
- Excellent organizational skills and a natural multitasker
- An analytical mind with the ability to measure the performance of campaigns and draw meaningful conclusions
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Aviation Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired
- Experience working in a call center environment or overseeing social media
- A second language is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises four (4) Authority employees and indirectly supervises approximately sixteen (16) Authority employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision or direction – substantial latitude in initiative and judgment
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Aviation Authority
- Exercise independent judgment while making decisions re: customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Customer Experience	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professional
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Customer Experience Hub

Department: Customer Experience Date: April 25, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Customer Experience Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Maintenance Contracts (Fleet Mgmt)

Department: Facilities | Date: November 7, 2023

Title of Immediate Supervisor: Assistant Vice President, Facilities Contracts | Pay Level: L29

POSITION SUMMARY: Develop and oversee the administration of contracts relating to Fleet Administration services for the Greater Orlando Aviation Authority (GOAA) from procurement through asset disposal of Authority owned or leased fleet equipment. Serve as the Authority's Authorized Representative (AAR) for service and supply contracts for fleet vehicles and other assets. Direct contract maintenance activities using service contracts personnel. Provide technical specifications and develop scope for the bidding of new contracts.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide oversight and manage all Fleet Administration activities for GOAA from procurement through asset disposal of all Authority owned or leased fleet equipment.
- Serve as the AAR for service and supply contracts for fleet vehicles and other assets.
- Develop and monitor the annual fleet budget and manage funding through the Capital Initiation Request (CIR) process fulfilling the requirements of the Capital Improvement Plan (CIP). Verify forecasted funds are captured and used efficiently.
- Develop technical specifications, initiate the procurement process and serve as the Authority's Authorized Representative for new vehicle procurement. Perform receiver's inspection and verity proper administrative processing of new equipment is completed.
- Serve as the fleet equipment liaison for all GOAA Departments from procurement through asset disposal. Provide input to stakeholders, track vehicle assignments and condition and make recommendations for reallocation and replacement of assets.
- Perform periodic inspections of equipment and provide recommendations on equipment that needs to be refurbished, upgraded, or replaced.
- Develop fleet preventive maintenance programs and confirm they are implemented and effective.
- Establish and maintain records and reports, initiate work orders and verify appropriate repairs were completed.
- Manage the Authority's vehicle fuel program. Determine fuel needs to maintain an operational supply available at all times.
- Monitor and control personnel requirements and performance, equipment and material needs, and budget expenditures to maintain effective and efficient maintenance of assigned areas.
- Develop and generate reports from a variety of databases and distribute the reports as needed.
- Continuously evaluate procedures and practices, making recommendations to leadership for achieving high quality and quantity of work at the most reasonable cost.
- Maintain compliance with FAR, FAA and security regulations while operating in the airport operating areas.
- Responsible for remaining current on all GOAA emergency response procedures and ensuring proper response as required.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity, and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Investigate problems and develop solutions in area of responsibility. Confer with supervisory staff and interface with other GOAA departments, tenants, airlines, consultants, and contractors regarding Fleet Management related problems and resolutions.

- Responsible for retention of file documentation for all fleet equipment in compliance with the State of Florida regulations for Public Records, Public Libraries and State Archives, Electronic Record keeping. Work in conjunction with the Aviation Authority Records Custodian.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree or accredited vocational education program in automotive mechanics and techniques or related field and five (5) years of experience related to Fleet Vehicle Administration, Maintenance and Operations for a large-scale organization, or an equivalent combination of education, training and experience. Knowledge of and experience with fleet maintenance asset management, contracts/agreements and regulatory agencies in an airport setting preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Established understanding of Fleet Vehicle/Fuel System Administration, Maintenance and Operations
- Working knowledge of heavy equipment desirable
- Demonstrated proficiency on all fleet maintenance shop test equipment
- Demonstrated knowledge of rules, regulations and guidelines regarding the safe utilization and operation of fleet maintenance shop equipment, safety equipment and personal protective devices
- Strong computer skills in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, etc.
- Knowledge of Firehouse, FuelMaster, Maximo, Oracle and Veeder-Root preferred.
- Ability to read and interpret contracts and agreements
- Advanced negotiation skills
- Ability to pay attention to detail and meet deadlines; strong organizational skills
- Demonstrated ability to analyze data and plan projects
- Excellent oral and written/grammar communication and presentation skills
- Able to drive on the AOA, with appropriate clearance/badging
- Demonstrated ability maintain confidential and sensitive information
- Must maintain professionalism and diplomacy at all times while interacting with the public, Aviation Authority management and employees, tenants, vendors, contractors, airlines, regulatory authorities, etc.
- Must be able, willing and available to work both standard and non-standard work schedules, including weekends, to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida commercial driver's license "B"
- Air Brakes designation

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee; oversee the work performed by contract personnel

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with minimal supervision, exercising high level of latitude in initiative, judgment, and authority
- May require negotiating skills
- Participate in decisions and development of procedures that affect the day to day operations of the Fleet Program
- Establish priorities to maximize productivity and efficiency.
- Interpret existing regulations and policies applicable to daily decision making for the Maintenance Department

- Responsible for decisions with high monetary impact relating to all issues pertaining to the planning, use, and operation of assigned areas
- Interpret contract language

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Department Vice President	Date
Chief of Operations	Date	Chief Operating Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Officials and Administrator
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Maintenance Contracts (Fleet Mgmt)

Department: Facilities

Date: November 7, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		2
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/AVP Date

Department Vice President Date

Vice President, Human Resources Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Finance (Financial Reporting)

Department: Finance

Date: May 18, 2021

Title of Immediate Supervisor: Assistant Director, Finance

Pay Level: L29

POSITION SUMMARY: Provide assistance to the Assistant Director, Director of Finance, Chief Financial Officer and Finance Department with the management of the day to day financial operations of the Greater Orlando Aviation Authority (GOAA) as well as fiscal, accounting and reporting activities including preparation of the monthly, quarterly, and annual financial statements.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Coordinate all aspects of the preparation of the GOAA's Annual Comprehensive Financial Report .
- Review and analyze monthly, quarterly and year-end financial statements, interpret applicable accounting pronouncements and initiate appropriate changes.
- Coordinate with external auditors on GOAA's quarterly financial statement reviews and year-end audit.
- Prepare, within established timeframes, all compliance reporting with State and Federal regulatory agencies and other filings as required by law.
- Review and approve journal entries, direct pays, wire transfers, credit card, and travel expense reports,
- Prepare financial analysis of data used in the negotiation and re-negotiation of contracts, leases, and agreements and determine results of data and trends affecting GOAA's overall financial status.
- Research and prepare special reports on financial matters as requested.
- Assist in the review, development, and/or implementation of effective financial procedures and provide guidelines to achieve objectives of the overall financial operation.
- Supervise the work of assigned staff. Participate in hiring, monitoring of time, and completing performance evaluations. Recommend disciplinary actions in accordance with policy. Provide guidance and training to develop and improve the skills, knowledge, and abilities of staff.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or Business Administration with emphasis on public finance, economics, and accounting required. Six (6) years experience in financial reporting with emphasis in governmental accounting and Annual Comprehensive Financial Report preparation, or an equivalent combination of education, training and experience. Public accounting experience with governmental auditing preferred. MBA or advanced degree desirable. Experience with supervision of staff required. Experience with Oracle EBS preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of current GAAP, GASB and financial reporting practices for enterprise fund accounting
- Knowledge of and experience with various financial areas and handling multiple responsibilities
- Extensive knowledge of accounting for municipal securities and related compliance matters
- Extensive knowledge of Excel, computerized accounting systems including General Ledger and Fixed Assets modules; experience with Oracle preferred
- Strong technical accounting skills
- Ability to understand and carry out complex oral and written instructions
- Ability to deal tactfully and courteously with employees and the general public

- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors, and the general public

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees and indirectly supervise a staff of four (4)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with limited supervision or direction; substantial latitude in initiative and judgment
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Review financial and accounting reports and initiate appropriate action
- Make some accounting policy decisions and procedural changes and interpretation of applicable accounting pronouncements.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Finance (Financial Reporting)

Department: Finance

Date: May 18, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking					X	2
Sitting		X				3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Maintenance Budgets & Contracts

Department: Maintenance | Date: July 25, 2018

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts | Pay Level: L29

POSITION SUMMARY: Manage the planning, budgeting, implementation, and monitoring of maintenance projects including long-range planning and financial coordination. Manage the department Capital and O&M budgets.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop, monitor and maintain the Maintenance Department Capital and O&M budgets. Identify funding issues and work with Finance to determine appropriate funding sources, etc.
- Develop and maintain tools to effectively manage cost control for project and expense budgets, budgets, expenditures and revenues, working with key department personnel. Effectively control budgets, detect and report deviation trends, and generate cost forecasts based on historical data. Confirm proper allocation and utilization of funds.
- Develop and track long-range Maintenance plan, including budget estimates and schedules, for major repairs, refurbishment and/or replacement of airport systems and facilities. Coordinate with Finance and other departments to incorporate all adjustments to the Maintenance plan in conjunction with Authority's financial planning/modeling. Coordinate implementation of capital projects with Engineering, Construction and Purchasing departments.
- Develop and maintain budget analysis and contract activity reports for use by management and executive staff.
- Provide contract assistance as assigned, either in conjunction with the department AAR, or as the designated AAR. Assistance may include: establishing an audit procedure, monitoring contractor performance for compliance, oversee contract invoices, addressing or assisting with contract compliance issues as they arise, etc.
- Develop or assist/advise department management in preparing budget justification for review committees or Board approval; budget controls; funding sources for unbudgeted items; etc.; responsible for justifications and required backups to Finance and senior staff throughout the budget process.
- Prepare project items for presentation to Authority Board and the Concessions Procurement Committee, Construction Committee, and Construction Finance Oversight Committee.
- Responsible for remaining current on all GOAA emergency response and security procedures, in particular the Business Continuity Plan, maintain proper response as required.
- Supervise employees in assigned area. Assign work; monitor staff hours and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Establish and maintain records and reports appropriate to area of responsibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting, Finance or Business Administration and five (5) years experience in general contracting, project management, budget management and project development or an equivalent combination of education, training and experience. Airport or public entity experience preferred. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough knowledge of computerized maintenance management systems and computerized scheduling systems.
- Knowledge of personnel and project management, construction, and overall maintenance functions. .
- Cost control, budget development and monitoring experience.
- Excellent attention to detail and organizational skills.
- Excellent oral and written communication skills
- Knowledge of public procurement processes
- Effective supervisory/management skills
- Able to effectively manage multiple projects simultaneously.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately six (6) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work very independently with little supervision or direction – substantial latitude in initiative, judgment, and authority
- Establish general operating procedures, quality and quantity of work performed in the area of responsibilities
- Mange department fiscal budget, apply complex financial practices

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Department Director Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Maintenance Budgets & Contracts

Department: Maintenance Date: July 25, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, GIS and BIM Systems

Department: Engineering & Construction | Date: May 11, 2022

Title of Immediate Supervisor: Director, Engineering | Pay Level: L29

POSITION SUMMARY: Mange the CAD/GIS/BIM Technical Team. Provide direction in the production of models, conceptual plans, drawings and exhibits supporting GOAA departments for various projects ranging in size and complexity. Review and update the data for models and maintain the asset database in accordance with the Greater Orlando Aviation Authority (GOAA) standards.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the CAD/GIS/BIM Technical Team that provides routine drafting and design support for the Engineering and Construction Department during the planning and conceptual phase, design phase, construction phase and closeout phase for various projects and programs.
- Develop conceptual plans, preliminary engineering drawings, models and exhibits for a variety of projects ranging in size and complexity.
- Prepare the various drawings and perform field inspections on new and existing utilities including electric, fiber, and water and wastewater systems.
- Manage the Airspace review and approval; assign the case number and upload onto the FAA website as needed.
- Review changes in the FAA's Airport Layout Plan; update the FAA Electronic ALP (eALP) as required by the FAA from project to project.
- Confirm data aligns with the GOAA standards; verify data integrity and collection of facility and asset information from capital projects and maintenance work.
- Review and verify CAD/GIS/BIM projects documents received from the Architect, Engineers and Contractors.
- Administer the maintenance and update the GIS Database for infrastructure using CAD, GIS and BIM; conducts informational queries, prepare maps and inputs field data in the GIS database; prepare clear and accurate drawings & details for various departments based on needs.
- Manage the maintenance and update the geospatial data of municipal GIS databases including converting and archiving existing data and inputting geospatial data collected from utility construction projects.
- Coordinate the completion of field work for verification of the as-built drawings and using ArcGIS Pro, ArcGIS Online/Portal and Storybook, Trimble units to locate existing facilities or map new facilities for the GIS database.
- Verify the preparation of various scaled drawings from field notes; reduction of field notes, plots and checks centerlines and cross-sections on computer.
- Manage the conversion of as-built and record drawings from CAD/GIS/BIM drawings to PDF's.
- Manage the preparation of the permit applications including supporting maps, sketches and data for all projects including both permanent structures and temporary equipment during construction from various municipal and governmental agencies.
- Participate in department meetings providing technical support and guidance for CAD/GIS/BIM related work.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Geography, Engineering, Computer Science or related field and five (5) years of CAD/GIS/BIM work experience for a consulting firm, a construction company, a public agency, or an airport authority involved with the design and construction of small and large scale projects, or an equivalent combination of related education, training, and work experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of BIM, GIS and CAD and their application in surveying, utilities locate, construction standards and materials, calculations and engineering practices.
- Knowledge of FAA Imaginary Surfaces, airspace restrictions, clearance, and requirements, FAA's Airport Layout Plan and the FAA Electronic ALP (eALP) program
- Knowledge of the terminology, methods, practices and techniques of computer drafting and design.
- Knowledge of level and transit survey equipment.
- Knowledge of simple trigonometry, especially as applied to the making of routine survey computations.
- Ability to proof documents for thoroughness and accuracy.
- Advanced computer skills and us of a variety of computer programs, including Microsoft Office, CAD, GIS, BIM and other various office equipment. Experience using ArcGIS Pro, ArcGIS Online/Portal and Storybook required.
- Ability to make technical computations, interpret field notes and apply them in complex oral and written instructions.
- Demonstrated leadership skills
- Good oral, and written communication and interpersonal skills.
- Analytical approach to problem solving.
- Ability to perform spatial analysis.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- The following trainings and/or certification preferred
    - Engineering Intern (EI)
    - Certificate in CAD, GIS and BIM is a plus.
    - ESRI Training Certifications
    - GeoSpatial Training Services Certifications
    - Member of FLURISA Florida Urban and Regional Information Systems Association.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) – two (2) employees: as well as oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision, high level of initiative, judgement, and authority
- Responsible for the quality and quantity of work performed by others (staff and contractors)
- Manage multiple projects with a wide variety of tasks, determining priorities
- Independent preparation of analytical data

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/Director	Date	Department Senior Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, GIS and BIM Systems

Department: Engineering & Construction Date: May 11, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Human Resources (Recruitment)

Department: Human Resources | Date: May 2, 2024

Title of Immediate Supervisor: Sr. Manager, Human Resources | Pay Level: L29

POSITION SUMMARY: Lead the recruitment team and drive our talent acquisition efforts to facilitate, develop, and execute recruitment strategies to attract top talent, managing the end-to-end recruitment process, including, legal compliance, and organizational recruiting aligning initiatives with departmentand Greater Orlando Aviation Authority (Aviation Authority) goals and objectives and maintaining the consistent application of the Recruitment and Employment Process Policy.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop and recommend appropriate recruitment strategies to address the hiring department needs regarding timeframes and quality of applicants.
- Develop and coordinate effective sources for advertising and recruitment marketing materials.
- Maintain awareness of current trends in HRIS with a focus on recruitment process product and service, development, delivery and support, and applying key technologies. Examine trends in information systems recruitiment, materials and techniques.
- Manage the Authority's recruitment needs and establish expectations and timeframes for the employment and selection process.
- Supports Human Resources staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; and recommending changes.
- Develop and implement effective and compliant strategies for attracting competent and qualified candidates; participate on high level interview panels, advise hiring managers as needed.
- Oversee the activities of the CDL drug testing program including training; case management activities; administration of random drug and alcohol testing; the enforcement of applicable Authority policies and regulations in accordance to the Federal Motor Carrier Safety Administration.
- Enforces the Authority's guidelines by preparing, updating, and recommending human resource recruiting policies and procedures.
- Provide support in the development of necessary resources, contacts and partnerships to aid in delivery of Human Resources Recruititing strategies to the organization.
- Coach and guide leaders on Human Resources Recruiting matters.
- Assist with administering programs for compliance, consistency, and equity throughout the organization.
- Manage historical Human Resource Recruiting records by designing a filing and retrieval system and keeping past and current records in accordance with Florida Public Records law.
- Monitor Human Resources related contracts with outside suppliers so the level and standard of service, quality, responsiveness, and cost are in accordance with contracts.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- May identify employee turnover trends and project future staffing needs as requested
- Develop reports, interpret data and formulate responses.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Human Resources or related field, and seven (7) years progressively responsible Human Resources management experience in multiple disciplines; or an equivalent combination of education, training and experience. A Master degree and professional certifications preferred. Required experience includes: supervising Human Resources staff in various functional areas; solid experience in coaching, interviewing, and selection; compliance experience with related laws, regulations, policies and procedures. Experience working for a Florida public sector entity and experience with Florida Statutes regarding due process and public records is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated capability to work effectively at all levels of the organization, inspiring respect and credibility
- Ability to communicate clearly and concisely, in English, both orally and in writing
- Ability to organize and manage multiple projects, conduct research, analyze data and formulate recommendations
- Demonstrated ability to deal tactfully and confidently with internal and external customers.
- Strong negotiating skills
- Demonstrated ability to maintain the confidentiality of sensitive information
- Strong computer skills using Microsoft Office, Excel, Word, Access and other business applications with knowledge of HRIS systems (i.e. Oracle, ADP, etc) required
- Multilingual skills a plus.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Human Resources certifications are desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4).

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, minimal supervision
- Extensive latitude in initiative, judgment, and authority
- Interpret policy, law, bargaining unit contracts, etc.
- Develop strategic plans

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Human Resources (Recruitment)

Department: Human Resources

Date: May 2, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Human Resources Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations - Airline

Department: Airline Division

Date: October 15, 2019

Title of Immediate Supervisor: Assistant Director, Airport Operations - Airline

Pay Level: L29

POSITION SUMMARY: Manage the daily operations and long-term planning for the Greater Orlando Aviation Authority's (GOAA) airline related facilities. Act as liaison between GOAA and numerous State and Federal Agencies. Assist Marketing and Air Service Development department with operational impact of current and proposed flight activity. Responsible for the management of GOAA's international trash facility, and the removal of domestic and international trash from airport property.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the planning, development and administration of GOAA's airline related facilities and resources.
- Responsible for the operational security and compliance with all relevant federal, state, and local rules and regulations, related to GOAA's airline related facilities.
- Make immediate decisions necessary to maintain a consistent and safe operation of airline related facilities with the intent to eliminate or mitigate operational delays or negative impacts to customers, tenants and airlines, with a focus on safety and customer service.
- Confirm contract compliance measures are in place to monitor contracted personnel.
- Meet regularly with the Marketing and Air Service Development department regarding operational issues and impact of current and proposed scheduled flight activity.
- Assist in the planning and administration of the annual operating, revenue and capital budgets of the Airline Division budget.
- Serve as representative for the Airline Division on the Airline Management Council and other groups; represents the operational needs and requests of the airlines as applicable.
- Point of contact for users of GOAA's airline related facilities and resources.
- Coordinate with consultants, legal counsel and other GOAA departments on matters related to the Airline Division; provide guidance and information as needed.
- Provide coordination among airlines, passengers, essential service and tour operators, City, County, State and Federal agencies as needed.
- Manage the proper processing and removal of international and domestic trash operations in accordance with USDA regulations.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in aviation/airport management, business administration or related field and five (5) years experience in an airport/airline operations environment, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of related laws, regulations, policies and procedures, including Federal Aviation Regulations pertaining to lease and use of facilities
- Demonstrated leadership, management skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired
- Demonstrated analysis and problem resolution skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Attention to detail
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees; and indirect oversight of Airline Operations staff and contracted workers

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Operational decisions and input into policies that effect the day to day operations of the airport
- Works independently with minimal supervision or direction
- High level of initiative, judgment, authority and problem-solving ability
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, and hire, transfer, promotion and termination of staff

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations - Airline

Department: Airline Division

Date: October 15, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking			X			2
Sitting			X			3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Communication Radio			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Emergency Communications

Department: Security | Date: June 10, 2019

Title of Immediate Supervisor: Director, Security | Pay Level: L29

POSITION SUMMARY: Manage, plan and provide direction to staff to maintain an effective operation of the Communications Center. Oversee the effective training and quality initiative programs of the Communication Center employees and comply with certification standards and local requirements.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversee the operation of the Communications Center.
- Oversee the development and implementation of training and quality initiative program for Communications Center employees.
- Review and approve guidelines and procedures for Communications Center employees.
- Coordinate radio and pager repairs, programming and repair of 800 MHz components with contractors. Maintain current inventory and history of communications equipment locations, repairs and other pertinent information. Programs 400 MHz Trunking Repeaters, base stations, mobile and portable radios, and associated equipment.
- Coordinate access for all equipment, including FCIC/NCIC terminals and printers; monitors terminal use, enforces system discipline assuring compliance with FCIC/NCIC system policies and procedures. Troubleshoot system problems as it relates to FCIC/NCIC.
- Prepare for FDLE/FBI audits; assembles supporting documentation, statistics and logs; participates in exit interviews; receives letter from FDLE/FBI advising of any problems/infractions; initiates any needed changes or corrections, notifies appropriate personnel, and enforces corrections.
- Coordinate with consultants/contractors regarding equipment installations throughout the airport, maintaining FAA and other regulatory compliance as required.
- Serve as the Greater Orlando Aviation Authority (GOAA) Point of Contact for all FCIC/NCIC, and DAVID (Drivers and Vehicle Identification Database) matters.
- Develop and manage the Communications Center annual operating budget and authorizes expenditures.
- Manage Airport Announcement and Emergency Evacuation System; serves as focal point for maintenance contract paging system.
- Assist Purchasing and other departments by providing radio specifications and price information, confirm radio equipment requisitions are correct.
- GOAA representative and voting member of County wide Emergency Management Committees; i.e. Public Safety Answering Point Managers (PSAP) and Emergency Medical Services (EMS).
- Maintain GOAA compliance with Florida Statutes as Legal Custodian of Logging Recorder tapes (911).
- System administrator for GOAA's Public Safety Communications System.
- Assist OIA tenants and others requiring use of OIA facilities for radio, microwave, and satellite equipment and/or antennas installations.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.

- Conduct quarterly Criminal Justice Information System (CJIS) audits and maintain compliance requirements.
- Verify User Agreements are current with current agency head signature.
- Maintain accurate communication center documentations in accordance with records retention schedules.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration or a related field and six (6) years experience in police and/or fire dispatching, or an equivalent combination of education, training and experience. Dispatching supervisory experience required; four years (4) years supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Interpersonal and leadership skills to handle disciplinary matters, policy changes, training, scheduling and performance evaluations
- Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Must have knowledge of principles of emergency dispatch and triage; and coordination of resources
- Familiarity with 800 MHz public safety systems, 400 MHz radio systems, and 911 computerized answering systems, including troubleshooting skills.
- In-depth knowledge of Communications Center guidelines
- Knowledge of numerous safety and security systems
- Knowledge of Public Safety Answering Point (PSAP) regulations
- Excellent oral and written communication skills
- Able to effectively communicate with staff, other GOAA management and local communications entities
- Strong interpersonal and supervisory skills
- Willing and able to work nonstandard hours and be flexible to adjust schedule as conditions warrant

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- CPR Certified
- TDD Certified
- NIMS 100, 200, 247a, 300, 400, 700, 800
- Florida State Certification for Public Safety Dispatchers F.S.S. 401.465
- Florida Criminal Information Computer/National Criminal Information Computer (FCIC/NCIC)
- Emergency Medical Dispatch Quality Assurance (EMDQ) preferred

The following are required at time of hire or must be obtained within 12 months:

- Emergency Medical Dispatch (EMD)
- Certified Training Officer (Communications Training Officer) (CTO)
- Terminal Agency Coordinator (TAC)
- Local Agency Security Coordinator (LASO)
- Driver and Vehicle Information Database (DAVID)

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately six (6) employees; indirectly supervises a staff of approximately seventeen (17) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Decision pertaining to sectional policy and procedures; establish operating procedures, quality and quantity of work performed in area of responsibility
- Personnel decisions such as overtime usage, hiring or termination of employee, merit recommendations, travel or training decisions, employee leave
- Decision regarding budget and annual expenditures; manage department fiscal budget
- Work very independently with little supervision or direction – substantial latitude in initiative, judgment and authority

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Chief Operating Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Emergency Communications

Department: Security

Date: June 10, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	2
Chemicals					X	1
Insects					X	1
Confined Areas			X			3
Excessive Noise			X			3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Ability to operate and monitor various electronic equipment such as radio dispatch console, CRTs and telephones			X			3

SUPERVISOR COMMENTS:

Due to the computers' sensitivity to heat, the temperature in the Comm Center cannot exceed 72 degrees. Most of the time and especially at night the temperature ranges from 68-70 degrees. All equipment is either alarmed for prompting the operator to an immediate response or designed for two-way communications. Therefore, the employee must be extremely mobile and able to instantaneously respond from a sitting to a standing or walking position.

Immediate Supervisor Date

Chief Operating Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Safety Management Systems

Department: Airfield Operations | Date: February 12, 2024

Title of Immediate Supervisor: Vice President, MCO Operations | Pay Level: L29

POSITION SUMMARY: The Safety Management Systems Manager (SMS Manager) develops, implements and administers the Greater Orlando Aviation Authority's (Aviation Authority) Safety Management System (SMS) Program in compliance with Federal Aviation Administration (FAA) regulations and guidance. The SMS Manager is responsible for setting the strategic direction and championing the SMS Program, working to guarantee effective goal-setting, planning, and performance management methods are in place to facilitate proactive, systematic, and comprehensive processes for managing and tracking safety. The SMS Manager works collaboratively across the Aviation Authority departments, with tenants, and community partners to ensure safety management, preparedness, and continuity of operations principles are instilled into the culture of the organization.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide daily oversight and development of SMS.
- Liaison with and provide safety advice to executive staff including the accountable executive.
- Facilitate integration of existing CFR Part FAR 139 safety programs into the SMS
- Develop, monitor, and assess SMS objectives and goals.
- Develop, implement, and analyze new safety inspections for activities and operations currently excluded from FAR 139 regulation.
- Establish, maintain, and administer a hazard reporting system(s) to include an anonymous reporting option.
- Conduct risk assessments and analysis.
- Establish and define Safety Risk Management (SRM) and Safety Assurance (SA) processes
- Conduct accident investigations and trend analysis.
- Serve as the chair of the Safety Committee.
- Develop and/or coordinate the creation and dissemination of safety awareness and SMS orientation materials.
- Develop training for management with operational roles within the SMS.
- Develop processes and procedures for recording training.
- Establish formal communication of important safety information.
- Develop processes and procedures for recording important safety information
- Formulate and assess hazard mitigation
- Responsible for SMS, CFR Part 139 compliance and continuous improvement.
- Develop, implement, and maintain the Airport Safety Management System Manual.
- Monitor existing and emerging safety programs and activities on airport property (construction, tenant activities, etc.) incorporating modifications as necessary.
- Formulate mitigations to address the root cause of accidents and/or incidents. Develop preventative measures and analyze efficacy.
- Develop safety improvement recommendations based on data collection, available industry data, FAA requirements, and guidance.
- Provide real-time mitigation tracking to reporters, safety committee, and the accountable executive.
- Research and perform analysis of hazards; develop policies and procedures in support of the Safety Management System.
- Strong interpersonal and communication skills at all levels internally and externally of the organization.
- Ability to prepare and present clear and concise oral and written reports and presentations.

- Ability to communicate across the organization so that everyone has the appropriate level of awareness.
- Develop data collection and retention process and procedures.
- Promote individual as well as departmental participation.
- Monitor corrective and preventive mitigations over time to establish best management practices.
- Promotes an inclusive, just safety culture.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Business Administration, aviation science, safety management, aviation safety, or related a closely related field and three (3) years' experience in airport management, preferably with airport operations experience at a CFR Part 139 airport, or an equivalent combination of education, training, and experience. Two (2) years of SMS experience in the aviation industry. SMS Certification or professional designation as a Certified Safety Professional (CSP) preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated knowledge of day-to-day airport operations with a thorough understanding of airport standards and regulatory authorities/governing bodies.
- Effective oral and written communication skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Knowledge working with the Federal Aviation Administration, CFR Part 139, federal, state, and local laws, rules, and regulations related to aviation safety
- Knowledge of SMS principles and practices
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations
- Ability to conduct research, organize, analyze data, formulate recommendations, and create and promote programs
- Ability to maintain professionalism at all times while interacting with the public and Aviation Authority management and employees

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with minimal supervision, direction extensive latitude in the initiative, judgment and authority
- Supervise and direct several projects
- Evaluate, analyze, and design SMS Program

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Senior Vice President, Operations	Date	Chief Operating Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt

EEO Category: Mid-Level Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Safety Management Systems

Department: Airfield Operations

Date: February 12, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking			X			3
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Senior Vice President, Operations Date

Chief Operating Officer Date

Human Resources - Compensation Date

Manager, CX Integration

Department: Customer Experience
Immediate Supervisor: Vice President, Customer Experience

Date : August 11, 2025
Pay Level: L29

POSITION SUMMARY : Manage the transformation of customer experience strategies through the integration of technology, innovation, and process improvement. Work directly with the Greater Orlando Aviation Authority (GOAA) departments and Orlando International Airport partners to develop strategies for driving customer experience excellence throughout the Airport.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Work as a liaison between the Customer Experience and Information Technology Departments to integrate technology into customer experience projects, processes, and functions.
- Assist with the oversight of the Customer Experience Department's performance goals to support the Orlando Experience ® and the CEO's goals. Ensure all team members have a thorough understanding of goals and expectations.
- Manage the facilitation of customer service improvements with other GOAA departments through the development of key performance indicators (KPIs), identifying and monitoring timelines, measuring progress, and developing plans for continuous monitoring and improvement.
- Engage airport partners in both formal and informal meetings to maintain continued communications to develop rapport and collaborative actions towards customer experience excellence.
- Analyze data and prepare reports on customer satisfaction and present them to all levels of the organization. Utilize data to collaborate with GOAA departments and Airport partners to support the Orlando Experience ®.
- Recommend and develop strategies and implement plans to mitigate negative customer impacts.
- Keep abreast of industry "Best Practices" in customer experience enhancements for technology, processes, and satisfaction and incorporate into the Customer Experience program as applicable.
- Provide departmental support for the Authority's Business Continuity Plan.
- Participate with various Aviation Authority sanctioned teams and initiatives. Serve as an active member of the Customer Service Advisory Council.
- Evaluate staff effectiveness and performance annually or on an as-needed basis.
- Develop monthly, quarterly and annual goals and action plans.
- Prepare work schedules to ensure sufficient coverage.
- Supervise GOAA employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policies, procedures and standards. Advise management of areas of concern and recommend solutions.

Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor Degree in Aviation Management, Business Administration, Project Management, or related field, four (4) years of experience leading major projects/programs, with two (2) years of technology integration or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication
- Ability to successfully oversee projects from concept to execution
- Ability to effectively analyze data to identify trends, patterns, etc.
- Strong knowledge and experience integrating technology into projects
- A team player who easily builds relationships with internal and external customers
- Knowledge of airport and Authority's structure, goals and objectives
- Ability to keep abreast of customer service principles and industry Best Practices to support delivery of the Orlando Experience®
- Excellent organizational skills and a natural multitasker
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired
- Experience working in a call center environment or overseeing social media
- A second language is desirable
- Project management training or certification preferred

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises two (2) Authority employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision or direction – substantial latitude in initiative and judgment
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Authority
- Exercise independent judgment while making decisions re: customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/VP	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Professional

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Manager, CX Integration

Department: Customer Experience Date: August 11, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/VP Date

Human Resources – Compensation Date



GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Customer Service

Department: Customer Experience | Date: March 27, 2023

Title of Immediate Supervisor: Assistant Vice President, Customer Experience | Pay Level: L29

POSITION SUMMARY: Manage Customer Service for the Greater Orlando Aviation Authority (Aviation Authority) including the Customer Service Ambassador program, customer-facing functions, and related customer service initiatives to exceed the expectations of our guests.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the Customer Service Staff to delight and value each guest with the finest airport experience in the world and to deliver the Orlando Experience ®.
- Maintain continued communications to expedite the resolution of customer complaints and issues with Aviation Authority, airport tenants and key stakeholders (airlines, TSA, concessions, ground transportation, etc.).
- Oversee the collection and analysis of guest feedback, passenger inquiries, etc. Compile data into effective presentations for executive staff, board members, etc.
- Recommend and develop strategies and implement plans to mitigate negative customer impacts. Collaborate with airport businesses and service providers to confirm that a positive "Orlando Experience" is maintained. Manage sensitive issues as they arise.
- Keep abreast of industry "Best Practices" in Customer Service and incorporate into the Customer Experience program as applicable.
- Manage the Customer Service Ambassador program; serve as the Authority Authorized Representative for the Customer Service Ambassador contract including confirmation of payroll and invoices. Report issues to the contract Leadership for action and resolution; provide staffing requirements to contractors to maintain skill sets needed to complement Aviation Authority staff; provide direction and content for the training and orientation of Customer Service Ambassador contract staff.
- Develop and implement policies and procedures to maintain trained Aviation Authority and contract staff and excellent customer service.
- Provide customer service related training for Aviation Authority employees, Customer Service Ambassadors, and volunteers working special events.
- Develop, implement, and monitor the Customer Service components of the Customer Experience department budget in partnership with the Vice President, Customer Experience.
- Provide departmental support for the Aviation Authority's Business Continuity Plan.
- Serve as Family Assistance Leader; formulate and update the Family Assistance Plan, participate in emergency exercises, attend meetings with vendors and community partners supporting any community Family Assistance Centers as directed.
- Work closely with the Communications Manager to develop emergency response procedures related to Airport Information including a communication plan for passengers and airport personnel during an operational emergency or other interruption of normal processes, providing assistance as required.
- Serve as the department representative in the Airport Emergency Plan (AEP) planning group.
- Participate with various Aviation Authority sanctioned teams and initiatives. Serve as an active member of the Customer Service Advisory Council.
- Supervise Aviation Authority employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and

conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.

- Assist with the oversight of the Customer Experience Department's performance goals to support the Orlando Experience ® and the CEO's goals. Ensure all team members have a thorough understanding of goals and expectations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Aviation Management, Business Administration, Hospitality and Tourism or related field, and six (6) years' experience in airport customer services environment with three (3) of those years working at a medium to large hub airport, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication
- Ability to analyze and interpret customer service issues, problem solve, and reach satisfactory resolution
- Knowledge of airport and Aviation Authority's structure, goals and objectives
- A team player who easily builds relationships with internal and external customers
- Ability to keep abreast of customer service principles and industry Best Practices to support delivery of the Orlando Experience®
- Excellent organizational skills and a natural multitasker
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Aviation Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired
- A second language is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises one (1) Aviation Authority employee and indirectly supervises two (2) Authority employees; oversees and manages a large number of contract staff.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work very independently with little supervision or direction – substantial latitude in initiative and judgment
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Aviation Authority
- Exercise independent judgment while making decisions re: customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Customer Experience	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professional
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Customer Service

Department: Customer Experience Date: March 27, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency	Importance
Constant: More than 80% (6 1/2 hours or more per 8 hour day) **Very Frequent**: 51-80% (4 1/2-6 hours per 8 hour day) **Frequent:** 21-50% (2 1/2-4 hours per 8 hour day) **Occasional:** 6-20% (1-2 hours per 8 hour day) **Rare:** 0-5% (Less than 1 hour per 8 hour day)	3 - Critical part of Job; can't be done any other way 2 - Important, but may be performed in some other way 1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Customer Experience Date

Human Resources - Compensation Date

Manager in Training

Department: Executive Administration
Date: August 29, 2025
Immediate Supervisor: Senior Manager, Human Resources
Pay Level: 27

POSITION SUMMARY: The Airport Manager in Training (MIT) Program is a two (2) year program designed as a portal for entry-level supervisory employees transitioning into key leadership roles across the airport. Participants will gain hands-on experience in our airports' ecosystems, supported by robust coaching and mentorship. The program is structured to provide coursework to build both technical expertise and leadership acumen.

Participants develop critical soft skills through guided reflection and real-world situations. Key areas of focus include communication under pressure, adaptability during irregular operations, professional presence in a fast-paced environment, and goal setting for continuous improvement to projects and processes within the organization.

By program completion, trainees will have the operational know-how and leadership toolkit required to step confidently into management roles, ready to elevate airport performance and deliver exceptional service for every traveler. Manage business units, functions and people.

DUTIES AND RESPONSIBILITIES: Essential functions may include any of the following representative duties and responsibilities but are not limited to, the following:

- Participate in technical coursework and practical exercises to build operational expertise and leadership skills.
- Rotate through key airport departments to gain hands-on experience and a comprehensive understanding of airport operations and administrative functions.
- Assist in planning and coordinating daily operations to uphold efficiency and safety standards.
- Monitor and analyze performance, prepare summary reports and recommend data-driven improvements.
- Collaborate with internal teams and external stakeholders to ensure regulatory compliance and seamless coordination across airport activities.
- Demonstrate adaptability by supporting airport functions during varying operational demands and disruptions.
- Lead and present cross-functional projects focused on enhancing passenger experience and operational workflows, track milestones, document outcomes, and present recommendations to senior leadership.
- Engage in coaching sessions and mentorship opportunities to develop professional presence and management capabilities.
- Take part in real-world simulations and guided reflections to enhance decision-making, problem-solving, and team collaboration.
- Assist in setting individual and team goals aligned with continuous improvement and organizational objectives.
- Collaborate with diverse teams and stakeholders to promote seamless coordination and regulatory compliance.
- Prepare and present reports, updates, and recommendations to mentors and leadership, demonstrating data-driven insights.

- Build foundational skills in project management by leading or assisting with airport initiatives and cross-functional efforts.
- Exhibit professionalism and a positive attitude consistent with the fast-paced, dynamic airport environment.

MINIMUM QUALIFICATIONS:

- High school graduate or equivalent and at least three (3) years of experience at the Greater Orlando Aviation Authority

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to present information to large and diverse groups
- Demonstrated ability to maintain confidential and sensitive information
- Must maintain professionalism and diplomacy at all times while interacting with the public, Aviation Authority management and employees, tenants, vendors, contractors, airlines, regulatory authorities, etc.
- Ability to read and interpret contracts and agreements
- Strong computer skills in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, etc.
- Must be eager to master the GOAA's systems, processes, and culture.
- Driven to take charge, leading cross-functional teams, driving initiatives and stepping up without waiting for direction.
- Excellent written and oral presentation skills.
- Open to rotating through key areas including Operations, Concessions, Security, Customer Experience while adapting to variable shifts, including nights, weekends, and on-call duties.
- Intermediate to advanced skills with Microsoft Office Suite.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise activities of personnel involved in special projects.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision, high level of initiative judgment and authority.
- Independently manage and prioritize multiple concurrent projects, completing work under pressure to meet strict deadlines.
- Expected to manage job responsibilities in a timely manner to meet deadlines.
- Establish priorities to maximize productivity and efficiency.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or

may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor, Senior Manager, HR	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Manager in Training

Department: Date: August XX, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing						
Walking						
Sitting						
Lifting: 0 – 20 lbs						
20 – 50 lbs						
51+ lbs						
Bending/Stooping						
Pushing, Pulling and/or Digging						
Reaching over head						
Kneeling, Crawling						
Climbing (ladders, stairs, hills)						
Typing/CRT (attention to detail)						
Speaking & Hearing						
Detailed Inspection/Reading/Editing						
Writing						
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather						
Noxious Fumes						
Chemicals						
Insects						
Heights, Confined Areas						
Excessive Noise						
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle						
General Office Equipment (Computer, Copier, Fax, etc.)						
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations (Landside)

Department: Airport Operations – Landside Division | Date: June 6, 2022

Title of Immediate Supervisor: Assistant Director, Airport Operations - Landside | Pay Level: L29

POSITION SUMMARY: Manage the daily operations and long term planning for the Greater Orlando Aviation Authority's (GOAA) landside related facilities. Plan and provide direction to staff to maintain safe, secure and orderly operations in the Landside Division. Prepare and perform management oversight of the departmental budget.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the planning, development and administration of GOAA's landside related facilities and resources. Provide direct management oversight and guidance to Landside Division staff
- Prepare and manage all aspects of the department budget, including project accounts. Oversee purchase orders, requisitions, and procurement of supplies.
- Manage training program for staff and confirm proper emergency response to incidents
- Responsible for the operational security and compliance with all relevant federal, state, and local rules and regulations, related to GOAA's landside related facilities.
- Mediate and mitigate issues involving staff within the division. Advise and work with the Human Resources Department as necessary. Assist the Human Resources Department in investigations/inquiries pertaining to the Landside Division.
- Verify proper enforcement of Authority Ground Transportation Rules and Regulations (GTR&R)
- Initiate recommendations, as needed, to support changes to existing policies and procedures for the Landside Division. Develop and implement plans, policies, and procedures.
- Verify proper issuance of parking citations in accordance with appropriate statutes and ordinances
- Develop and coordinate Emergency Response Procedures
- Attend meetings, make decisions and resolve issues for the Landside Division
- Act as Supervisor, Landside Operations as necessary to support the day-to-day operations of the department
- Serve as liaison to other departments as well as local, state and federal agencies in matters pertaining to Landside Division operations or staff
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Aviation Management, Business Administration or related field, and six (6) years experience in airline/airport operations, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of related laws, regulations, policies and procedures, including Federal Aviation Regulations pertaining to Airport Operations

- Computer skills and knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Demonstrated leadership and management skills
- Effective oral and written communication skills and strong customer service skills required, multi-lingual skills desired
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Excellent organizational skills and attention to detail
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations
- Demonstrated analysis and problem resolution skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Parking Enforcement Specialist Training course required at time of hire/promotion or within three (3) months of assignment to this position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees, and indirect oversight of approximately one hundred eight (108) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work very independently with little supervision or direction – substantial latitude in initiative, judgment and authority
- Operational decisions and development of policies that effect the day to day operations of the airport
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, and hire, transfer, promotion and termination of staff

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief of Operations	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations (Landside)

Department: Airport Operations – Landside Division Date: June 6, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking			X			2
Sitting			X			3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
2Way Communication Radio		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Life Safety Systems

Department: Maintenance | Date: April 28, 2021

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts | Pay Level: L29

POSITION SUMMARY: Oversee the development, implementation, and maintenance of all life safety systems. Manage the overall activities for the operation, testing, maintenance and modification of all life safety systems for the Orlando International Airport, tenant areas and satellite buildings. Manage design reviews and acceptance of construction projects and maintain conformance of life safety requirements and regulatory codes, and maintainability of systems and equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversee the development, implementation, and maintenance of all life safety systems. Life safety systems include, but not limited to: fire detection, fire protection, suppression, compartmental zoning, smoke control management, emergency egress, elevator recall, HVAC/AHU shutdown, electrical shunts, hood systems, baggage conveyor shutdown, and building automation response systems. Life safety systems interface with multiple systems such as electrical, elevator, escalator, automated people mover (APM), baggage handling, Access Control, HVAC, public address, and building automation.
- Identify, plan and organize all testing and maintenance activities, develop testing and maintenance schedules, and coordinate with contract maintenance and construction activities for all life safety systems.
- Manage the review and control of life safety system conditions, personnel requirements and performance, contractor requirements and performance, equipment and material needs, and budget expenditures to maintain effective and efficient maintenance of all life safety systems.
- Identify and prepare plans for equipment/systems refurbishment, upgrade, replacement or expansion while maintaining minimal downtime and maximizing system availability/reliability. Evaluate and approve project assessments, negotiate costs and monitor completion of projects.
- Analyze system activity, develop action plans to address unsatisfactory occurrences.
- Provide technical level review comments, code advice and articulate owner's perspective on design of new or changed life safety systems under all construction contracts. Conduct design reviews, request design changes as needed for compliance and cost effectiveness and provide the acceptance of construction projects.
- Review, study, and interpret architectural drawings, plans, and specifications for proposed projects related to Life Safety systems prior to the bidding process; review "as-built" drawings for accuracy and completeness.
- Provide technical specifications, initiate the procurement process and participate through contract award, and serve as the Authority's Authorized Representative to maintain timely compliance of the contract requirements for inspection and maintenance contracts.
- Liaison with City of Orlando Building and Fire Departments, airlines and tenants regarding life safety code compliance issues.
- Manage the compliance with applicable Federal, State, and local codes, and establish maintenance standards consistent with OSHA standards and NFPA regulations; verify compliance with FAR, FAA, and security regulations while operating in the aircraft operations area.
- Develop and administer O&M and capital budgets for the Life Safety area.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Serve as the department emergency representative for all life safety system failures or malfunctions.

- Research applicable life safety codes, state statues, and county ordinances to confirm enforcement of appropriate regulations.
- Develop and present life safety equipment and procedures training for ARFF, Communications Center, and other staff as necessary.
- Establish and maintain records and reports appropriate to area of responsibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Fire Protection, Fire Prevention, or Contract Management or related field, and seven (7) years life safety related experience, or an equivalent combination of related education, training, and experience. Experience with life safety related operations at a large public facility desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of all applicable Federal, State, and local codes and NFPA regulations
- Technical knowledge in various types of building construction; fire prevention, code interpretation, blue print reading, recordkeeping, contract management and resource management
- Advanced knowledge of contract language and experience in maintaining contract compliance, monitoring, enforcing contract provisions and resolution of contract disputes
- Ability to become subject matter expert on maintenance and operation of all life safety systems
- Proven analytical skills related to systems, equipment, and notifications
- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects
- Efficient time management and implementation skills
- Knowledge and strong use of Microsoft Office programs: Excel, Word, PowerPoint required
- Strong attention to detail
- Strong leadership skills to effectively oversee the work of multiple contracted staff
- Ability to demonstrate leadership in emergency situations and manage responses using sound technical knowledge
- Demonstrate understanding and ability to communicate with all levels of staff, tenants, consultants, regulatory authorities, and contractors in a professional manner
- Excellent verbal and written communication skills
- Must be able, willing and available to work both standard and non-standard work schedules, including weekends, to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- NFPA Fire Inspector Level I (at time of hire or must be obtained within six (6) months of hire)

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee; oversee the work performed by contract personnel

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with minimal supervision or direction
- High level of latitude in initiative, judgment, and authority
- Judgment to determine code compliance; verify all life safety systems are operational and in compliance
- Judgment to minimize the disruptions to operations in cases of testing and/or emergency situations

- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, and hire, transfer, promotion, and termination of staff.
- Operational decisions and input into policies that affect the day-to-day operations of life safety systems in the airport

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Department Director	Date	Chief of Operations	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Life Safety Systems

Department: Maintenance

Date: April 28, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Department Director Date

Chief of Operations Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Budget and Contracts

Department: Operations Administration — Date: July 31, 2024

Title of Immediate Supervisor: Assistant Vice President, Budget and Contracts — Pay Level: L29

POSITION SUMMARY: Plan, organize, oversee and manage budget, contract and cost control activities for multiple departments, including Operations, Facilities, Security, Engineering, Construction, Planning, Environmental and Orlando Executive Airport. Perform as the primary point of contact for all matters related to finance, cost control, procurement of goods and services, and contracts. Perform as the primary contact with the Procurement Department for the Operation Department's contracts and procurement processes from technical specifications through contract execution, renewals, and amendments. Perform as the primary contact with Finance Department for budgets, payments, revenues, and allocation of Funds.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage and oversee the Departments' contracts and agreements processes from specifications through award. Verify that staff and managers are aware of contract terms and conditions.
- Monitor contractors' performance, establish auditing processes and procedures, and address compliance issues as they arise. Monitor contract costs to confirm that expenditures are within the approved funding allocated to the contracts.
- Develops estimated costs for new contracts, renewals, and amendments through statistical data analysis and research.
- Performs technical contract evaluation regarding responsibility, pricing and technical compliance with contract specifications and requirements.
- Prepare and coordinate the department's agenda items requiring Committee, Chief Executive Officer or Aviation Authority Board approval.
- Audit and evaluate contract procedures and confirm that recommendations and remedies are included in new bids, renewals, or amendments.
- Work with Procurement for contracts and procurements from technical specification preparation through contract execution. Provide estimated value figures for contracts, amendments and renewals.
- Responsible for the preparation of the Department's Expense, Revenue and Capital budgets. Verify that all budget lines are realistic and justifiable.
- Develop and implement budget analysis reports. Track, review and monitor the department's expenditures and revenues. Research fund sources for unbudgeted items.
- Monitor Capital projects accounts. Review all financial transactions to ensure proper allocation of funds and compliance with policies and procedures.
- Manage the Authority's Authorized Representative (AAR) on large contracts established an audit procedure, monitor contractor performance for compliance, oversee contract invoices, address or assist with contract compliance issues as they arise.
- Responsible for all cost control responsibilities including but not limited to Oracle processes, procurement of goods and services, expense monitoring and fund allocation.
- Provide support to Managers, Cost Control Specialists and Administrative Aides for all matters related to Oracle, procurement of goods and services, expense monitoring and fund allocation.
- Develop and update the necessary tools to manage budgets and expenditures in an efficient manner. Coordinate Oracle training for Operations staff.
- Review and evaluate work procedures and seek ways to achieve high quality and more efficient work.

- Manage employees in assigned area. Assign work; monitor hours of work and authorize time sheets; evaluate quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure, and standards. Identify areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, Management, Engineering, or a closely related field, and five (5) years of contract and budget management or an equivalent combination of technical training, education, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge and experience in maintaining contract files, monitoring, and enforcing contract provisions.
- Working knowledge and experience in budget development and monitoring.
- Skilled in the use of spreadsheet, database, and word processing software
- High level of attention to detail
- High level of analytical ability
- Good communication and interpersonal skills
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors and the general public
- Knowledge of public procurement processes

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

Directly supervise approximately two (2) employees, indirect supervision of approximately five (5) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works very independently with little supervision or direction - high level of initiative, judgment, and authority
- Contract interpretation; variety of budget analysis
- Manage job responsibilities in a timely manner to meet deadlines; establish priorities to maximize productivity and efficiency.
- High level problem-solving skills

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Chief Operating Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Budget and Contracts

Department: Operations Administration Date: July 31, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		1
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Operating Officer Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Maintenance Support Date: January 30, 2017

Department: Maintenance Grade/Level: Non-Exempt; B1

Title of Immediate Supervisor: Supervisor, Maintenance or Manager, OEA General Aviation

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POSITION SUMMARY: Provides general labor support to all divisions within the Maintenance Department and other Aviation Authority departments at Orlando International Airport (OIA) or at Orlando Executive Airport (OEA) as assigned.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Performs semi-skilled general labor tasks, which include, but are not limited to: moving furniture and equipment, material handling, vehicle operation, work site cleanup after job completion, policing of grounds, and debris removal.
- Provides assistance to other trades shops and maintenance divisions or OEA maintenance as needed/assigned.
- Performs daily mail courier duties, provides special courier services as needed.
- Completes maintenance work orders as assigned, records all time, materials, and equipment information correctly and promptly to ensure accurate maintenance and repair records are kept.
- Assists other trades and receives training.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- If assigned to OEA may also perform the following:
    - Set up community and conference room for events
    - Periodically transport international trash to OIA
    - Maintain plants and other décor as assigned
    - Escort vendors to various OEA locations
- Performs other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:
High school graduate and three (3) years of experience as a construction or maintenance laborer, or an equivalent combination of education, training and experience.

EQUIPMENT OPERATED (Location specific):

- Flat bed truck, dump truck
- Mad Vac sweeper
- Small all-terrain vehicles
- Forklift
- GOAA automobile (when assigned to mail position)

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Basic knowledge of essential safety equipment and protective devices
- Must be capable of properly operating field communications equipment
- Must be able to use basic hand tools and small power tools safely

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Commercial Driver's License, Class "B" (preferred at hire, but must be obtained within 90 days of hire)
- Air brakes designation

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Determines when assigned task has been properly completed and proceeds to next assignment without further direction.
- Determines best method of accomplishing assigned task with minimal direction.

APPROVAL SIGNATURES:

Immediate Supervisor - OIA	Date
Immediate Supervisor - OEA	Date
Manager - OIA	Date
Assistant Director - OIA	Date
Department Director - OIA	Date
Department Director - OEA	Date
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Maintenance Support
Department Maintenance or OEA
Date January 30, 2017
Section 655/441

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking	X					3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.				X		3
B. __ 21-50 lbs.			X			3
C. __ 50+ lbs.			X			3
Bending/Stooping		X				2
Pushing, Pulling, and/or Digging			X			3
Reaching over Head		X				3
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)					X	1
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing				X		1
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather			X			3
Noxious Fumes				X		1
Chemicals					X	2
Insects				X		3
Heights, Confined Areas					X	2
Excessive Noise			X			3
Other						
Monitoring/Operating Vehicles or Equipment Type (Location Specific)	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Flatbed truck, dump truck				X		3
Pickup trucks or cars		X				3
Mad-Vac sweeper			X			3
Small all-terrain vehicles				X		3
GOAA automobile		X				
Forklift				X		3

Supervisor Comments:

Immediate Supervisor - OIA Date

Department Director - OIA Date

Immediate Supervisor - OEA Date

Department Director - OEA Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Maintenance Dispatcher

Department: Maintenance

Date: May 29, 2019

Title of Immediate Supervisor: Manager, Plant Maintenance

Pay Level: L16

POSITION SUMMARY: Receive and dispatch maintenance related service requests. Create service calls and work orders in the Computerized Maintenance Management System (CMMS). Provide regular service request updates to the originator of the request. Assist with the monitoring of various computer management systems to maintain optimal comfort levels.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Receive trouble calls and work requests, generate appropriate repair orders.
- Dispatch complaint information to available technicians for emergency or urgent requests. Forward all other complaints via CMMS work orders to appropriate shop.
- Create service calls and work orders as needed. Update information to the CMMS as work order progresses.
- Interact with tenants, contractors, outside agencies, and fellow employees to coordinate services and resolve problems. Provide regular service request updates to originator as needed.
- Provide management information related to issues that may affect Airport operations via text messages or phone calls.
- Assist in monitoring various computer management systems to maintain optimal comfort levels throughout the facility; monitor lighting, elevator, and irrigation computer systems.
- Act as department focal point during emergencies, recalling facilities personnel as required by the emergency plan.
- Responsible for remaining current on all GOAA emergency response procedures and ensuring proper response as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High School Diploma or GED and three (3) years related experience receiving and dispatching work orders in service oriented industries or an equivalent combination of education, training and experience will be considered. One (1) year experience in a large scale commercial, industrial, or institutional environment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication skills
- Knowledge and understanding of building trades
- Intermediate computer skills in Microsoft Office Suite. Familiarity with service requests/work order management systems desired
- Strong customer service skills
- Able to multitask, prioritize, analyze information and use independent judgement
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercise considerable independence in prioritizing calls, disseminating information and determining emergency /urgent response.
- Determine priority of call, and which unit(s) to dispatch.
- Exercise considerable independence under general supervision.
- Make independent decisions following established guidelines/procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: Yes
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Maintenance Dispatcher

Department: Maintenance

Date: May 29, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Field Communication Devices (two-way radio)		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Strategic Projects

Department: Executive Administration | Date: October 11, 2021

Title of Immediate Supervisor: Chief Administrative Officer | Pay Level: LXX

POSITION SUMMARY: Plan and manage deliverables for organizational strategic projects that expands beyond the standard scope that entails complex coordination resulting in high impact deliverables. Provide project management and coordination support for the Chief Administrative Officer and other Executive Suite staff. Develop project timelines based on strategic prioritization, planning, and resource utilization. Design, communicate, and implement an operational plan for completing the project; coordinate with authority departments and external stakeholders; monitor progress and performance against project plan; take action or make recommendations to resolve problems and minimize delays.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the strategic planning and successful execution of projects from inception to final product; maintain smooth and effective workflows and meet established deadlines within budget. Develop project timelines based on strategic prioritization, planning and resource utilization. Define project task and resource requirements.
- Identify issues; manage executive team's expectations, and offer recommendations for creative solutions or workarounds based on knowledge of priorities, development roadmap, and contributing factors. Manage project budget schedule.
- Assemble, coordinate, and supervise the activities of personnel involved in the projects, providing direction and support as needed.
- Manage the preparation of Board and Committee memos, presentations, etc. as assigned; perform research as needed; determine/ calculate accurate allocation of expenses and fees as applicable.
- Manage the compliance of the Automated People Mover (APM) System Safety Program Plan (SSPP) including annual update; coordinate activities with Florida Department of Transportation (FDOT) and other regulatory agencies, organize audit activities, manage document control system, and other activities.
- Manage the development of procurement and implementation process; prepare documents for assigned committees.
- Review project deliverables for completeness, quality, and compliance with established standards.
- Manage central document control procedure for Professional Services Agreements awarded under Organizational Policy 110.01; manage proper legal review and execution of such agreements; coordinate with responsible department for timely amendments, renewals, etc.
- May serve as the Authority Authorized Representative (AAR) for assigned contracts; review and verify insurance requirements for all applicable contracts; manage and coordinate contract execution, timely renewals/amendments, and verify invoices for payment; provide recommendations to management for problem resolution. Negotiate renewals and amendments as assigned.
- Manage Executive Administration Department budget coordination; develop and monitor the budget, review invoice process such as purchase requisitions, releases for professional services, and service receipt/direct pay, etc.
- Attend meetings on behalf of the executive staff and provide status of projects as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and six (6) years of experience related to public or project management, or an equivalent combination of education, training and experience. Knowledge of/and experience with document control, project management, contracts/agreements and regulatory agencies in an airport setting preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough understanding of project management phases, techniques, and tools
- Strong negotiation and leadership skills
- Ability to pay attention to detail and meet deadlines; strong organizational skills
- Demonstrated ability to analyze data and to analyze and plan projects
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Excellent oral and written/grammar communication skills
- Ability to present information to large and diverse groups
- Demonstrated ability to maintain confidential and sensitive information
- Must maintain professionalism and diplomacy at all times while interacting with the public, Aviation Authority management and employees, tenants, vendors, contractors, airlines, regulatory authorities, etc.
- Ability to read and interpret contracts and agreements
- Strong computer skills in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, etc.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Project Management Professional (PMP) certification required at time of hire or within 12 months of hire/promotion

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise activities of personnel involved in special projects.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision, high level of initiative judgment and authority.
- Independently manage and prioritize multiple concurrent complex projects, completing work under pressure to meet strict deadlines.
- Able to work effectively and efficiently toward goals in a complex, diverse environment with multiple and changing demands.
- Establish general operating procedures, quality and quantity of work in an area of responsibility
- Expected to manage job responsibilities in a timely manner to meet deadlines.
- Establish priorities to maximize productivity and efficiency.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CAO Date

Chief Executive Officer Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Strategic Projects

Department: Executive Administration

Date: October 11, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/CAO Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Unified Communications

Department: Information Technology

Date: December 12, 2019

Title of Immediate Supervisor: Director, Information Technology

Pay Level: L33

POSITION SUMMARY: Responsible for the overall operations and oversight of GOAA's Unified Communications, including Telephony Services, Voicemail, Interactive Voice Response, MS Exchange, Audio and Video Conferencing, as well as management of the end user computing environment, desktop and Mobile devices, services and software, and high-quality technical support for all users. Responsible for the effective and efficient operation of the Authority's Shared Tenant Services. This position is integral to both revenue generating and operationally efficient functions of the operation.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage GOAA's Unified Communications, including the efficient operation, administration, troubleshooting, development and training related to the company desktop PC's, laptops, printers, operating systems and all other related peripherals and software, switched and VOIP communications, IT Service Center, and order processing/inventory. Provide effective support and service for the Authority's operations, and effective and timely completion of IT initiatives. Serve as Project Leader for complex communications projects, and develop project goals and milestones. Establish, implement, interpret and enforce effective operational procedures.
- Effectively manage critical incidents, disaster recovery, extended outages and downtime. Responsible for effective incident management procedures.
- Communicate with decision makers and stakeholders to confirm their understanding of deliverables and negotiate expectations. Analyze the customer's present communications arrangements and develop/ demonstrate alternatives to meet their needs. Manage efficient operation of the Authority's Shared Tenant Services.
- Remain current with developments in the field of Unified Communications. Advise, counsel, and education stakeholders on the competitive and/or financial impact of options. Utilize knowledge of switched ethernet services, managed internet services, bandwidth services and dedicated internet services. Support systems development in applications such as Interactive Voice Response (IVR) Systems. Develop, recommend and plan long- and short-term strategies. Adhere to IT Change Management governance model, and confirm that the design and selection of new solutions are in alignment with IT strategies and policies.
- Supervise effectively to maintain a well-trained, motivated and professional staff. Oversee training, scheduling, monitoring of time, and development of effective goals and completion of performance reviews. Recommend disciplinary action as needed, participate in interview process. Provide a safe and secure work environment, and staffing levels that are appropriate to provide service and meet deadlines.
- Perform process and data modeling, studies, needs analysis and configuration requirements in support of planning and analysis efforts.
- Responsibility for the coordination and management of outsourced resources and vendors. Establish and manage internal service level agreements and monitor that external service level agreements with vendors are met.
- Oversee analysis of all Local Exchange Carrier (LEC) and Long Distance invoices for accuracy and issue appropriate orders to correct errors. Confirm database audits of the Communications Systems and Voice Mail so that all users remain valid customers on the network. Oversee telephone rates and tariff studies, analyses of invoices received by the department, adjustments, credits, and payments. Approval authority and oversight of cost comparisons for providing services against the actual rates and charges invoiced to customers. Recommend rate and charge adjustments as necessary. Support the ordering and installation of local loops for connections into the telecommunications network.
- Provide oversight of traffic studies and analyzes to confirm the network is operating at its optimum capacity, optimal performance of telephone equipment, and optimal configurations of voice infrastructure and routing.

- Work with vendors and common carriers to identify and resolve complex voice network and data circuit problems. Analyze trouble reports to define areas of recurring problems or irregularities.
- Develop and manage the budget and administer financials for areas of responsibility.
- Oversee cost allocations for carrier invoices to include local, long distance, directory assistance and conferencing services. Provide data and oversight of the financial accounting system reporting schemes and input to the operational budgeting process. Manage the assessment and recommendation process for procurements.
- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Facilitate continuity of operations by participating as a BCP Recovery Coordinator and participate in the GOAA IT business continuity planning, training and exercises that are consistent with the emergency response activities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science and seven (7) years experience in a related field, or an equivalent amount of education, training and experience. Experience with Unified Communication Systems required. Managerial/supervisory and Project Management experience required. Accounting background desirable. Working knowledge of MS Exchange highly desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Self-motivated with demonstrated ability to perform with minimal direction, using sound judgement and creativity in solving highly complex technical problems.
- Ability to manage multiple priorities and projects while anticipating possible impacts and benefits of change
- Ability to pay attention to detail and meet deadlines; strong organizational skills
- Knowledge of ITIL Framework
- Demonstrated ability to analyze data.
- Ability to manage and oversee large projects
- Demonstrated accomplishments in project management and planning
- Must maintain professionalism and diplomacy at all times while interacting with the public, Aviation Authority management and employees, tenants, vendors, contractors, airlines, regulatory authorities, etc.
- Demonstrated ability to analyze, isolate, duplicate and resolve problems
- Thorough knowledge/understanding of current and emerging technologies
- Operating knowledge of Avaya Communication Solutions
- Thorough knowledge of MS Office Professional Suite
- Working knowledge of MS Exchange highly desirable
- Strong written and verbal communications skills, ability to communicate complex ideas to customers
- Able and willing to work alternate shifts or days as needed
- Knowledge of principles, theories and practices of performance management and budget management

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certifications relevant to the responsibilities of the position preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

Directly supervises a staff of approximately three (3) employees: indirectly supervises a staff of approximately six (6), as well as indirect oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, minimal supervision - extensive latitude in initiative, judgment and authority
- Independently manage and prioritize multiple concurrent projects, completing work under pressure to meet strict deadlines.
- Participate in decisions and development of procedures that affect IT systems. High level of technical problem-solving skills
- Establish priorities to maximize productivity and efficiency.

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APPROVAL SIGNATURES:

Immediate Supervisor/Director	Date	Chief Operating Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Unified Communications

Department: Information Technology

Date: December 12, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/Director Date

Chief Operating Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Safety Program

Department: Risk Management & Safety — Date: December 21, 2021

Title of Immediate Supervisor: Director, Risk Management — Pay Level: L29

POSITION SUMMARY: Promote safety culture and awareness throughout the airport community by evaluating, developing and supporting risk-based health and safety programs, services, and training to minimize operational losses, occupational health issues, and accidents and injuries to airport employees and the public. Develop and manage a comprehensive Risk Management Workplace Safety Program that maximizes safe practices throughout the Greater Orlando Aviation Authority's (GOAA) workforce in order to minimize the frequency and severity of injury or property damage and to maintain compliance with relevant state and federal statutory and regulatory requirements. Areas of focus include but are not limited to: all aspects of GOAA-wide workplace safety initiatives, operations, transportation, facilities, conditions, Business Continuity Planning (BCP) and activities, and emergency response.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for developing/creating, implementing, and managing the comprehensive GOAA work place and facility safety management practices designed to prevent injury, occupational illness, and damage to property.
- Update GOAA policies and procedures, by interpreting and disseminating safety & environmental standards and regulations, which may apply to departmental safety procedures, incentive programs, remediation, precautions, vehicles, equipment, and facility enhancements.
- Implement and promote safety awareness and safety training objectives, plans, and schedules through coordinated efforts with various departments. Conduct departmental safety meetings and safety related initiatives, activities, and training that meet standards, regulations, and best practices. Track required and assign safety training and related records in safety tracking software.
- Create and promote a positive safety culture within all levels of the workforce and airport community; provide safety related information as supports.
- Monitor GOAA compliance with safety practices using guidance from Occupational Safety & Health Administration (OSHA) and other workplace and facility regulatory requirements concerning safety. Conduct inspections, and act as liaison to regulatory agencies regarding compliance issues. Maintain appropriate statutory record keeping requirements. Collect, evaluate and analyze data relating to safety standards and compliance. Evaluate and implement other relevant standards that may enhance safe practices at GOAA.
- Serve as Safety Program Administrator (SPA) in accordance with Policy 1170.02, Workplace Safety Group, and Policy 1170.03, Workplace Safety Program.
- Coordinate with the Director, Risk Management, to effectively enhance loss prevention and to provide insurers with evidence of safety emphasis and best practices. Perform ad-hoc investigation of public-related incidents or claims.
- Perform safety inspections to identify hazardous conditions and manage the corrective action in deficiencies of facility management, safety practices and training. Report safety initiatives and determine essential decisions to, stop work immediately as a result of a hazardous situation.
- Develop and conduct analysis of incident reporting and investigation processes, analysis of accident and hazard trends from a loss prevention perspective. Determine corrective actions and improvements.
- Establish and maintain effective working relationships with departmental management and staff and facilitate interdepartmental management of safety programs; interface with designated department safety specialists to verify implementation of risk-based workplace safety management, including but not limited to System Safety Program Plan (SSPP) for the Automated People Mover System (APM) required by the State of Florida, and Safety Management Systems (SMS). Interface as needed with safety personnel of airlines, tenants, vendors, and contractors to achieve positive safety-related results.

- Active member of Emergency Response Team, responsible for responding to incident pages related to safety as appropriate. Respond immediately to airport incidents related to life safety as required.
- Serve on the SSPP Working Group. Participate in safety meetings of all GOAA departments; be involved with and assist in coordinating drills and other safety activities. Work with SSPP Management to assist as needed to confirm related policies, procedures and documents comply with statutes. Assist Construction Safety Coordinators as needs arise.
- Participate as part of core team for Business Continuity Planning in exercises and continuity of operations as it relates to safety.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Risk Management, Occupational and Health Safety, Business Administration or a related field and five (5) years of experience in a leadership role for varied safety programs or initiatives, regulatory compliance (OSHA, NFPA, etc.), industrial/construction safety, or an equivalent combination of training, education and experience. Airport experience, and/or environmental compliance desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of fall protection, control of hazardous material, confined spaces, job hazard analysis, hazard communication, workplace accident prevention, investigation and reporting, proactive safety culture management, accident and claims reduction
- Strong organizational, writing and presentation skills to support development and implementation of safety programs.
- Understanding of team dynamics, creating effective teams, and organizational change principles
- Decision-making ability in critical safety situations
- Computer skills in Word, Excel, and Power Point and Outlook
- Ability to communicate effectively at all levels of the organization
- Negotiation skills to define, analyze and resolve differences among GOAA employees and departments and maintain workplace safety compliance
- Excellent driving record
- Ability to recognize risks and hazards and act appropriately in response to the situation
- Self-motivated to plan and carry out responsibilities independently
- Ability to effectively manage multiple projects and work activities simultaneously
- Ability to remain calm and focused in stressful situations involving life safety

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

The following certifications are required at time of hire or must be obtained within 12 months:

- OSHA 10-Hour Designation or higher or other similar safety/regulatory agency designation required
- One certification from Safety Alliance Council's programs (COSS, COSM)
- Or one certification from Board of Certified Safety Professionals (CSP, SMS, ASP, OHST, CHST, STS, STSC)
- National Incident Management System (NIMS) Certification in 100, 200, 300, 700 and 800

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision. Substancial level of initiative, discretion, judgment and authority
- Establish general operating procedures for the safety programs
- Interpret policy, laws, contracts, etc.
- Make decisions regarding safety. Develop solutions for unusual problems. Responsible for management of program administration
- Manage multiple projects with a wide variety of tasks, determining priorities

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/ Department Director Date	Sr. Director, HR & Risk Management Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Safety Programs

Department: Safety & Risk Management Date: December 21, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/Director Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Risk Management

Department: Risk Management | Date: September 10, 2023

Title of Immediate Supervisor: Vice President, Risk Management | Pay Level: L29

POSITION SUMMARY: Provide professional level management, coordination, analysis and/or support of assigned risk management, business continuity plan, contract review, and insurance compliance activities. Effectively communicate within all levels of the Authority, as well as with consultants, insurance brokers, claims adjusters, vendors, tenants, contractors, customers and passengers of the airport regarding GOAA risk management program, insurance and self-insurance, contractual obligations related to insurance and indemnification, business continuity plan, and risk mitigation related issues. Assist in fulfilling Risk Management department duties and responsibilities.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversight and management of the insurance renewal process in a timely manner, by coordinating with brokers to confirm insurance is procured, renewed, and amended as needed. Manage staff that will collect and prepare all required insurance renewal data.
- Manage the collection and review of insurance policies and binders. Oversee the coordination with insurance brokers and insurance consultants to resolve issues, verify the corrections are obtained, and the requested coverage terms/details are included in the policy.
- Support leadership with its evaluation of risk financing and risk tolerance, including annual actuarial study. Maintain self-insured coverage, large deductibles, and self-insured retentions.
- Manage risk analysis of scopes of services and contract review in coordination with various departments, implementing insurance and indemnification standards into contracts. Recommend to the organization improvement precautionary measures. Support department leader in the oversight of risk transfer opportunities.
- Lead GOAA's best practices for insurance compliance tracking. Oversight of third party COI tracking provider and its implementation and/or review processes in accordance with its contract with Risk Management. Manage staff in its performance of insurance verification process for Access Control vehicle decal requests. Train and monitor staff to verify insurance compliance with GOAA policy for access to Air Operations Area (AOA) and manage deficiencies.
- Facilitate the Business Continuity Plan program by managing day-to-day activities to support each departmental BCP functions for plan review and maintenance. Coordinate with BCP consultant for documentation, training, exercises, and meetings to meet BCP program goals and deliverables, in accordance with policy, procedures, BCP Leadership.
- Compile and maintain dashboard reflecting detailed factors on the risk management program, including insurance and self-insurance data, its related expenses, budget and allocation of costs to other departments and/or accounts. Participate in Vice President's interface with Finance and insurance brokers to manage expenses and budget. Review for accuracy and prepare supports for payment of insurance premiums, costs and credits.
- Lead Risk Assessment strategies in coordination with Claims Manager and Safety Manager. Attend meetings as assigned for optimal coordination and success of the Risk Management Department. Serve as backup for Claims Manager duties.
- Perform AAR role, as assigned, for Risk Management department service contracts, such as broker, consultant, insurance tracking, business continuity, etc. This includes managing the contract thru the RFP process and drafting scope of services and monitoring applicable budget and expenses thru the term of the contract. Develop and maintain relationships with these vendors and service providers. Review contract renewal process and provide to Vice President for final approvals.

- Monitor the collection of the Third Party Administrator (TPA) applicable reports which assist Risk Management and Finance to reconcile claims check registers, support documented expenses and regulatory & state compliance, and review of Medical Bill Reduction and Fees for review.
- Supervise department Record Coordinator; train them on the maintenance, storage, and destruction of department records, per applicable policies and regulations, working in conjunction with the Authority's designated records management personnel.
- Supervise department staff on accounting and cost control process for Risk Management; train them to prepare requisitions for purchase orders, process invoices and pay requests, run reports, submit accruals and request closure of purchase orders at fiscal year-end.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Risk Management, Business Administration or closely related field and seven (7) years experience in an area related to risk management, risk mitigation or insurance placement, or an equivalent combination of closely related training, education and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Functional knowledge and understanding of risk management practices and procedures, insurance specifications, contract terms and basic accounting principles
- Excellent oral and written communication skills
- Ability to maintain professionalism, diplomacy and confidentiality at all times while interacting with the internal and external contacts to maintain the integrity of the Risk Management program
- Advanced computer skills and in-depth knowledge and experience with Microsoft Office (Excel primarily) programs required
- Attention to detail and high degree of accuracy
- Excellent analytical, problem solving, and critical thinking skills
- Advanced organizational skills required
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Risk Management or Insurance professional certifications required at time of hire or within 12 months of employment.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision, exercising a high level of independent judgment, initiative, authority and discretion
- Sound judgment and decision making ability are required so that risk management matters are recognized; and/or mitigated effectively for the Authority
- Analyze, research, and recommend actions that may impact significant financial factors
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Make some decisions, procedural changes, and/or processes as it relates to risk management policies or applicable regulations

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/ VP Date	Chief Financial Officer Date
Vice President, Human Resources Date	

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Risk Management

Department: Risk Management

Date: September 10, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	3
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	3
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/VP Date

Chief Financial Officer Date

Human Resources - Compensation Date

Manager, Parking and Ground Transportation

Department: Parking and Ground Transportation
Date : July 8, 2025

Immediate Supervisor: Assistant VP, Airport Operations Parking & GT
Pay Level: L29

POSITION SUMMARY : Oversee the day-to-day operations and long-term planning of the parking, shuttle bus operations, and ground transportation services, at Orlando International Airport. Provide oversight of the airport's Parking Revenue Control System (PRCS) hardware and software, including public & employee parking, AVI, management card program, commercial ground transportation operations and other related systems. Provide guidance and supervision to staff to ensure an orderly operation, including Ground Transportation Rules and Regulations (GTR&R) interpretation and procedures and the Authority's Revenue Control Shop. Overall responsibility for administrative, budgetary, and operational issues for the Parking and Ground Transportation Division.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Administer the day-to-day function of the parking, shuttle operations, and ground transportation with strong emphasis on customer service, contract compliance determinations and quality control.
- Manage the collecting, accounting, and validating of the Authority's parking revenue. Assist in budget forecasts and administration of funds.
- Assist in the long-term planning for the Parking and Ground Transportation Division PRCS and Gatekeeper hardware and related software. Manage the collecting, accounting, and validating of the Authority's ground transportation revenue. Assist in budget forecasts and administration of funds. Plan for and coordinate PRCS and Gatekeeper hardware and software upgrades, new technology and improvements.
- Maintain an adequate supply of spare parts and equipment. Provide detailed understanding of inter-related parking systems to conduct in-depth testing of modifications. Administer the Authority’s Parking Validation program. Responsible for issuing and tracking validations.
- Plan for and coordinate continued excellent customer service during PRCS hardware and software upgrades, new technology and improvements. Manage proper response to equipment issues and emergency incidents, compliance with Equipment Preventive Maintenance Program, and adequate supply of spare parts and equipment.
- Manage the Employee Parking Lot (EPL) shuttle operations; respond to day-to-day operational issues and take a proactive approach to anticipating and preventing recurring issues.
- Provide direction and oversight to staff regarding the interpretation and procedures of Ground Transportation Rules and Regulations (GTR&R), and parking and shuttle contracts.
- Develop plans, procedures and regulations and make recommendations, as needed, to support changes to existing policies and procedures for the Parking and Ground Transportation Division.

- Responsible for all administrative, budgetary, and operational criteria for the division.
- Provide guidance to Authority staff regarding the Ground Transportation Rules & Regulations and the City of Orlando's Vehicle-for-Hire ordinance.
- Make immediate decisions necessary to maintain a consistent and safe operation of ground transportation facilities with the intent to eliminate or mitigate operational delays or negative impacts to customers, tenants and airlines, with a focus on safety and customer service.
- Develop recommendations to amend the Ground Transportation Rules & Regulations and presents same to the Ground Transportation Committee.
- Present items at Ground Transportation Committee Notice of Violation hearings and Appeals hearings.
- Administrator for the Ground Transportation Concession, Parking Management, Shuttle Management, and towing contracts. Confirm contract compliance measures are in place to monitor contracted personnel.
- Execute emergency response procedures related to Ground Transportation and parking and the shuttle bus contracts, as well as departmental emergency procedures. Serve as Alternate Resource Recovery Coordinator for the department Business Continuity Plan (BCP).
- Supervise employees including: assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Confirm parking and ground transportation programs adhere to applicable federal, state, and local regulations and guidelines.
- Coordinate with GOAA maintenance and contractors for peak and holiday parking periods.
- Establish and maintain records and reports appropriate to area of responsibility.
- Oversee the Department's records retention process with the department's Records Coordinator.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business administration, Management or a related field, and six (6) years' experience in parking revenue control systems, the parking industry, or Ground Transportation management, or an equivalent combination of education, training and experience. Experience in airport parking industry or Ground Transportation preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Skill in working with parking and ground transportation revenue control systems hardware and software, familiarity with reading diagrams, schematics and specifications
- Working knowledge and familiarity with the Authority's Ground Transportation Services functions

- Knowledge of City of Orlando and Aviation Authority rules and regulations pertaining to ground transportation at the Airport.
- Knowledge of parking database or E-Pass/SunPass(AVI) systems, Access Control Systems, analog and digital circuitry, fiber optics, communication circuits, CCTV, audio and video systems
- Effective oral and written communication skills and strong customer service skills required, multi-lingual skills desired.
- Computer skills - PRCS administration, Microsoft Office,
- Demonstrated leadership, management skills
- Demonstrated financial / budget skills
- Demonstrated analysis and problem resolution skills
- Ability to operate a two-way radio and motor vehicle
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times and in potentially stressful, difficult and confrontational situations
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations including holidays and special events as needed
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Attention to detail

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees; and indirect oversight of approximately thirty (30) employees, in addition to contracted employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- High degree of independence, minimal supervision - extensive latitude in initiative, judgment and authority
- Participate in decisions and development of procedures.
- High level problem-solving skills
- Judgment required to assess, analyze, research, and summarize data and processes, and develop/recommend direction, solutions.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Vice President Operations	Date
Interim Chief Operating Officer	Date	Chief Administrative Administrative Officer	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Manager, Parking and Ground Transportation

Department: Airport Operations Date: July 8, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking			X			2
Sitting		X				2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs				X		2
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other : Communication Radio				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Budgets

Department: Finance | Date: April 26, 2023

Title of Immediate Supervisor: Senior Manager, Budgets and Accounts Payable | Pay Level: L29

POSITION SUMMARY: Manage the preparation of the Authority's annual revenue budget, including rates and charges. Support the Senior Manager, Budget & Accounts Payable by researching and analyzing finance, budget, and capital data. Responsible for monitoring of budget compared to actual revenues and availability of capital funds.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the preparation of the annual revenue budget including preparation of budget and Oracle Planning and Budgeting Cloud Services (OPBCS) reference manuals.
- Prepare the annual rates and charges model including monthly forecasts by gathering information required from OPBCS, GL and Treasury.
- Manage the Capital Initiation Requests (CIR) process and analyze current capital funding for prioritization of capital items to be included in budget.
- Calculate tenant charges and coordinate with Accounts Receivable on invoicing of these charges.
- Perform variance analysis between estimated and actual revenue for the current year and proposed budget for the next year; document variance explanations provided by departments.
- Analyze and interpret contracts; review and approve modification in PROPworks including scheduled rental adjustment, insurance compliance, rent commencement, and termination based on signed contracts. Oversee Propworks billing issues and work with the Financial Application Supervisor on obtaining resolution by requesting and testing changes.
- Manage the Revenue Management Solution financial process by verifying accuracy of data, identify discrepancies, identify report enhancements to assist management decisions, and direct Accounts Receivable and Operations on billing adjustments.
- Manage the encumbrance process to direct Departments to close purchase orders and oversee the accrual process with Accounts Payable.
- Work with Accounts Receivable, Commercial Properties or Concessions on any issues that may arise during the variance analysis (i.e. tenants not billed or billed incorrectly).
- Prepare other detailed schedules to assist upper level management in effective decision making.
- Assist other departments with funding issues related to capital expenditure funds.
- Back up for Senior Manager Budget and Accounts Payable.
- Back-up for the Financial Analyst Budget.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor of Science or Bachelor of Business Administration degree in Accounting, or similar degree or field, and six (6) years experience in the preparation of budgets for a large entity, or an equivalent combination of education, training and experience. Experience in preparation of government entity budgets desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of budgetary process
- Demonstrated leadership skills

- Strong research, analytic and technical accounting skills
- Problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Strong computer skills including Microsoft office suite and extensive knowledge of spreadsheet software required
- Knowledge with computerized accounting systems
- Ability to understand and carry out complex oral and written instructions
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors and the general public
- Graphics experience a plus

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant (CPA) desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with limited supervision and direction- high level of initiative, judgment, and authority
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Review financial and accounting reports and initiate appropriate action
- Make some payroll policy decisions and procedural changes and interpretation of applicable payroll pronouncements.
- Interpret all aspects of policy and procedure

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/ Sr Manager	Date	Department Assistant Vice President	Date
Department Vice President	Date	Chief Financial Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Budgets

Department: Finance

Date: April 26, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Information Technology Projects

Department: Information Technology | Date: September 11, 2019

Title of Immediate Supervisor: Chief Information Officer | Pay Level: L33

POSITION SUMMARY: Responsible for the oversight of Information Technology (IT) related projects, contracts and department budgets. Manage the strategic planning and successful execution of projects from inception to final product. Apply understanding of project requirements, targets and goals, confirming system quality and conformance to standards. Lead the department budget planning, forecasting, performance analysis and reporting process.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the strategic planning and successful execution of projects from inception to final product, maintain smooth and effective workflows and meet established deadlines within budget. Develop project timelines based on strategic prioritization, planning and resource utilization. Review project deliverables for completeness, quality, and compliance with established standards.
- Determine the definition and implementation of best practices related to the assigned programs / projects; determine and/or formalize functional interfaces and performance requirements; define and/or assess current and desired states, trends, issues and options.
- Identify issues; manage executive team's expectations, and offer recommendations for creative solutions or workarounds based on knowledge of priorities, development roadmap, and contributing factors. Manage project budget schedule.
- Manage the department budget and financial process. Implement financial controls, planning, forecasting, conducting performance analysis and reporting as needed.
- Liaison with Purchasing and Finance departments to manage the IT cost control processes.
- Develop or re-tool business processes to support current department financial activities.
- Manage the Common Use Passenger Processing System (CUPPS) and Common Use Self Services (CUSS) contracts and associated projects. Oversee contracted staff that support and maintain all Greater Orlando Aviation Authority (GOAA) Common Use equipment.
- Oversee IT Contracts and Professional Services delivery processes and procedures.
- Facilitate the planning and prioritization of IT projects based on budget and IT Governance directives.
- Review and evaluate opportunities to improve the project management best practices in order to achieve higher maturity in Project Portfolio Management (PPM)
- Prepare project and/or financial presentations, reports and other materials adapted to the needs of a range of audiences and interests
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science, Engineering or related field and seven (7) years experience in budget analysis and project management on a broad spectrum of Information Technology products and services, or an equivalent combination of education, training and experience. Experience with technical alternatives and basic knowledge of emerging technologies required. Supervisory/leadership experience required. Advanced degree preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to prepare business case and recommendations to management
- Excellent oral and written/grammar communication skills

- Project management skills
- Basic negotiation skills
- Proven track record on managing enterprise projects successfully, exhibiting good judgment
- Excellent organization skills; demonstrated ability to prioritize and effectively handle multiple projects
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Ability to analyze systems and data
- Must maintain professionalism and diplomacy at all times while interacting with Information Technology teams, contracted staff. and customers
- Ability to read and interpret contracts and agreements
- Strong leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Project Management Professional certification is desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, minimal supervision - extensive latitude in initiative, judgment and authority
- Participate in decisions and development of procedures that affect IT systems. High level of technical problem-solving skills
- Judgment required to assess, analyze, research, and summarize technical data and processes, and develop/recommend direction, solutions.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CIO Date

Chief Operating Officer Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Information Technology Projects

Department: Information Technology

Date: September 11, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/CIO Date

Chief Operating Officer Date

Human Resources - Compensation Date

Manager, K-9

Department: Security

Date: April 9, 2025

Immediate Supervisor: Assistant Vice President, Security

Pay Level: L29

POSITION SUMMARY: Manage and guide the Greater Orlando Aviation Authority Explosive Detection Canine Team (EDCT) Section. Act as Alternate Airport Security Coordinator which includes 24-hour point of contact response to any security concern at the airport. Coordinate resolutions directly with the TSA Federal Security Director. Act as liaison and coordinator for explosive detection technology installation and bomb threat incident response protocol with all pertinent parties. Assist in implementing and executing requirements of 49 CFR Part 1542 Transportation Security Administration (TSA) Airport Security Program.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage day-to-day operations in the EDCT Section.
- Support and oversee regulatory compliance measures, Security Directives, and related initiatives in areas of responsibility Establish goals and objectives for the EDCT Section's training, budget, federal reimbursement, operations and career development
- Serve as a primary liaison with GOAA departments, as well as local, state, and federal law enforcement agencies to oversee initiatives aimed at addressing airport EDCT prevention issues. Serve as the airport liaison in regard to explosive detection installation and incident response
- Lead the development, execution and implementation of security and operational exercises.
- Guide the strategic execution of programs aimed at assessing and preventing airport security threats. May provide security compliance for construction projects and regularly review existing system functionality.
- Manage employees in assigned areas, including assignment of work; hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Recognize areas of concern and develop/implement solutions. Oversee or prepare and conduct performance evaluations develop and provide training as needed. Participate in interviewing and selecting employees and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Oversee Security Department Business Continuity Program (SCP) and associated tasks
- Ensures operational status of all systems and equipment within the EDCT program
- Develop and administer EDCT section budget
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Criminal Justice, Management or Business Administration, six (6) years' experience in an airport security environment with management responsibilities, or an equivalent combination of education, training and experience Supervisory experience required; knowledge of airport specific security regulations preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of the Transportation Security Administration Regulations and Airport Security Program and local, state and federal aviation security requirements
- Ability to operate and monitor various electronic equipment such as radio dispatch consoles, CRTs and telephones
- Intermediate computer skills; familiarity with Microsoft Office suite
- Experience/knowledge of general airport operations
- Excellent organization skills: demonstrated ability to plan, schedule, organize, prioritize and manage multiple tasks
- Strong communication skills and the ability to maintain positive and cooperative working relationships with different teams, contractor staff and customers
- Able to prioritize work to meet deadlines; highly organized and detail oriented
- Demonstrated leadership, supervisory skills

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Explosive handling certification desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately ten (10)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work very independently with little supervision or direction - substantial latitude in initiative, judgment, and authority
- May establish general operating procedures, quality and quantity of work performed in area of responsibility
- Supervise and direct the work of a functional area, including responsibility for cost, methods, performance evaluations hires and terminations
- Able to evaluate safety and security aspects of the airport system
- Must be capable of responding to any emergency that arises and provide support to all GOAA Departments

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP Date

Vice President, Security Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Manager, K-9

Department: Security

Date: April 9, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping			X			3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)			X			3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor/AVP Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Payroll

Department: Finance

Date: September 9, 2022

Title of Immediate Supervisor: Assistant Director, Finance

Pay Level: L29

POSITION SUMMARY: Manage the payroll functions of the Greater Orlando Aviation Authority (GOAA) to include compliance with policies and procedures; review month-end and year-end schedules including schedules prepared for the Annual Comprehensive Financial Report; design, test and implement automated solutions for payroll applications. Provide department management with up to date information, data and reports. Work closely with Human Resources on payroll edits and reporting. Prepare monthly and annual recording and reporting of the pension plans and Other Post-Employment Benefits (OPEB). Responsible for the development of internal controls.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the payroll process including time and attendance processing as well as review of payroll. Verify compliance with current governmental regulations relating to payroll.
- Establish and review payroll process to maintain adherence to the Authority's policies and procedures and that internal controls are designed and operate effectively to prevent or detect and correct misstatements on a timely basis and safeguard the assets of the Authority.
- Confirm proper recording and reporting of payroll expenditures and related liabilities. Analyze expenditures for budgetary issues.
- Review reports generated by Payroll for reconciliation, journal entry, monitoring and reporting purposes. Review reconciliation of related Payroll accounts to the General Ledger.
- Review payroll related wire transfers and vendor's request for payment.
- Review the bi-weekly leave of absence/workers' compensation schedule to verify accuracy.
- Responsible for the recording of the monthly pension transactions, preparation of financial statements and related schedules and payments. Perform analysis of various general ledger accounts and verify that any reconciling items are resolved timely.
- Prepare the necessary documentation and schedules for the defined benefit, deferred compensation and OPEB audits.
- Prepare financial related documents for Board/Finance Committee approve related to pension and OPEB financial summaries
- Assist with the preparation of month-end schedules, fiscal year-end schedules for the Annual Comprehensive Financial Report (ACFR), and the annual budget.
- Design, test and implement automated solutions within Kronos and ADP
- Lead system implementation along with Financial Applications Team and staff training
- Serve as a project manager, department liaison, and technical expert for the payroll department
- Maintain expertise in the details of payroll laws and GOAA policy including payroll computations
- Manage calendar year-end Payroll process including preparation of W-2 for employees and reconciliation to W-2 form and general ledger.
- Supervise payroll staff. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Provide high level of customer service and guidance to internal/external customers to maintain the Authority's objectives.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or related field and five (5) years experience in payroll administration and financial statement preparation, or an equivalent combination of education, training and experience. Extensive experience with financial applications software required. Supervisory experience preferred. Experience with pension financial statement preparation, ADP WFN Payroll, Kronos, and custom reports highly desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must possess strong interpersonal skills. Ability to deal tactfully and courteously with employees and the general public
- Demonstrated leadership/supervisory skills preferred
- Strong technical accounting skills related to payroll and pension plans
- Extensive knowledge of Microsoft Office including Word, Excel required
- Knowledge with computerized accounting systems, payroll, and time keeping systems; experience with Oracle preferred
- Strong knowledge of payroll compliance, principals and taxes
- Strong knowledge of local, state and federal payroll/tax regulations, including Fair Labor Standards Act (FLSA) rules
- Knowledge of garnishment, child support and levy processes
- Knowledge of electronic timekeeping and payroll processing services
- Ability to handle multiple responsibilities with various financial areas
- Excellent verbal and written communication skills
- Strong technical accounting skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with limited supervision and direction- high level of initiative, judgment, and authority
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Review financial and accounting reports and initiate appropriate action
- Make some payroll policy decisions and procedural changes and interpretation of applicable payroll pronouncements.
- Interpret all aspects of policy and procedure

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Payroll

Department: Finance

Date: September 9, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

Manager, Retail Concessions

Department: Concessions

Date : June 30, 2025

Immediate Supervisor: Assistant Vice President, Concessions

Pay Level: L29

POSITION SUMMARY : Manage the lease administration, tenancy, contractual issues and service agreements with retail concessions/commercial related tenants. Conduct business, financial, contract evaluation, research support and other statistical analysis used for decision-making and development of Greater Orlando Aviation Authority's (Aviation Authority) goals and strategies. Draft retail concessions/commercial space agreements and amendments. Administer and maintain compliance with the terms and conditions of assigned agreements. Serve as Aviation Authority's liaison with corporate and local tenant representatives to understand, evaluate, present, track and resolve tenant issues and projects. Represent the Aviation Authority in assigned matters pertaining to Greater Orlando Aviation Authority's retail concessions/commercial program.

DUTIES AND RESPONSIBILITIES: Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

- Manage retail commercial concession service agreements, contractual issues with leasing of airport properties for concessionaires, concession service providers, vendors and related agencies currently serving or proposing service to the Orlando International Airport.
- Prepare and present business, financial, contract evaluation, research support and other statistical analysis used for decision-making and development of Aviation Authority's goals and strategies. Meet with potential new retail concessionaries entrants to discuss operating options, financial impacts, and contractual options.
- Participate in strategic planning activities to identify and evaluate opportunities to enhance the retail program to meet existing and future needs.
- Administer a portfolio of varied retail concessions space use and lease agreements requiring a diverse understanding of contractual language, tenant processes and procedures.
- Verify compliance with all contractual requirements. Perform routine weekly inspections of each concession space. Perform formal quarterly inspections utilizing documented checklists for each concession space. Resolve any issues in a timely manner.
- Supervise assigned staff members. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Enter and maintain key terms and conditions, including billing instructions, for each agreement in the Aviation Authority's property management software in a timely and accurate manner.

- Establish relationships and communicate regularly with concessionaires to resolve issues, facilitate cross departmental coordination, and maintain good tenant relations.
- Prepare and process draft lease documents, amendments, letters and memorandums for management and legal counsel review. Coordinate and facilitate the execution of agreements and distribute executed agreements.
- Administer the Aviation Authority's contractual requirements for tenant construction projects and assist Tenant Construction personnel with the approval, coordination, and completion of multiple tenant projects.
- Interface with various Aviation Authority departments and personnel to evaluate, recommend and obtain approvals for space assignments; to resolve space, use and support facilities; to confirm tenant contract maintenance requirements and expedite resolution for tenant maintenance issues; to confirm tenant awareness of their security responsibilities and to verify all thresholds are met; to provide support, coordination, mediation and resolution of contractual issues; to provide fee estimates and other information to assist with the integration of new retail concessions, tenants, services, space and support requirements; and to provide information regarding tenant space assignments and changes that affect passenger terminal way-finding.
- Assist in the development of bid documents and request for proposals for food and beverage concessions projects; coordinate the solicitation, bid review, recommendation to procurement committee and to Authority Board for award to successful bidder.
- Manage the coordination, vetting, and approval of new space and space change requests in coordination with Airline Affairs, Airport Operations, Airport Maintenance, Tenant Construction and corporate tenant property and facilities representatives.
- Collaborate with Finance to confirm revenues are apportioned accurately in accordance with the lease documents; verify and confirm tenant billing; collaborate on all rent and rent collection related issues, including rent escalations, changes in space, agreement assumption, tenant name or ownership changes; assist in collections.
- Maintain and populate the Space Management System database and coordinate modifications to base drawing with geospatial support personnel.
- Conduct field verification of space allocations as needed.
- Coordinate address requests, monitor and update property data in technology information systems.
- Coordinate Tenant Design Review process. Review submittals for tenant improvement projects and tenant signage. Perform a preliminary review of schematic renderings, drawings and other associated documents and present to the Design Review Team following content approval, prior to Engineering review; be the Aviation Authority liaison and represent the department at construction design, pre-construction, project update, and job coordination meetings as required.
- Abstract and track critical dates for new leases, lease renewals, expansions, contractions, relocations, terminations and various lease amendments in a timely and accurate manner.
- Evaluate deposits and contract bonds. Make recommendations with regards to increasing or decreasing deposits and contract bonds annually, bi-annually, or as needed.

- Work closely with the Aviation Authority's General Consultant to maintain compliance with graphic standards and uniformity with past and future issues.
- Compile and maintain statistical data essential to developing minimum annual privilege fees, project costs, and financial proformas.
- Perform O&M, Capital and Revenue budgets and preparation of the annual Leasehold Disclosure for food and beverage commercial tenants as required by the Finance department. Provide revenue forecasts and coordinate the department's revenue budget annually.
- Interface with current and future tenants/customers to resolve start-up or relocation issues. Coordinate operational activities to assure that occupants receive the level and kind of building services specified in lease agreements and verify that property is in a condition that complies with the terms of leases at the time it is vacated. Address tenant issues with management or other departments as needed.
- Interface with the Orange County Property Appraiser and Tax Collector regarding Ad Valorem and non-Ad Valorem tax issues related to airport properties and leaseholds. Assist in the resolution of questions regarding exemptions and delinquent taxes.
- Supervise the tracking, storage and destruction of documents and records, and respond to public records requests.
- Draft board memos, presentations and other business proposals as required by management.
- Provide accurate retail concept/contact information to Marketing, Customer Experience and Information Technology to confirm current information is contained within the airport website and mobile app.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business, Finance, Real Estate or Public Administration, or in a directly related field and five (5) years of experience related to retail concessions, lease management, contract administration and operations, or an equivalent combination of related training, education and experience. Experience using property and contract management software applications, drafting concession agreements, commercial leases and formal business letters required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge and understanding of the airport concessions or retail industry in a large multi-unit campus environment, including the knowledge of display techniques, merchandising, and methods for driving sales
- Demonstrated ability to read and write commercial leases and concession agreements effectively and efficiently
- Demonstrated ability to interpret contractual language, including concession agreements, service contracts, amendments, leases, and other real estate documentation.
- Ability to read, understand and interpret local and federal regulations, certifications, registrations, licensing, and operational procedures
- Knowledge of standard space management practices and techniques to assist clients in developing space requirements; layouts, designs, and timetables for build-out of space

- Demonstrated ability to plan, prioritize, organize, schedule, and manage to completion multiple projects at the same time.
- Excellent interpersonal, communication, public presentation and written skills and ability to effectively interact with domestic and international corporate customers, including legal, financial, professional, technical and non-technical individuals
- Proficiency in Microsoft Office Suite or similar applications and property management software to perform business, financial and operational analysis, prepare and make presentations
- Demonstrate team leadership, integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Aviation Authority in a professional manner
- Ability to quickly identify issues, resources and alternatives, build consensus, recommend suggested courses of action and implement decisions
- Must have the ability to work in a dynamic environment interacting regularly with corporate executives, local and federal officials.
- Ability to serve as the Aviation Authority's liaison and tenant advocate to resolve conflicting interests and guarantee optimal solutions acceptable to all parties in a timely manner.
- Advanced knowledge of contracts and contract negotiation and management.
- Flexibility of schedule to visit tenant areas during non-standard work hours, which may include occasional holidays and weekends.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license required
- Certified Property Manager or similar industry certification preferred.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervise a staff of approximately two (2) employee

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Considerable independence in judgement and initiative in decision making regarding tenant compliance with agreement terms and financial requirements.
- Must be able to meet deadlines, create ad-hoc reports for management.
- Establish general operating procedures, quality and quantity of work in an area of responsibility.
- Frequent day to day customer contacts in which Aviation Authority's policies and procedures must be consistently and accurately represented. Required to provide high standard of customer service with professionalism and efficiency.
- Possess an understanding of individual corporate protocol when communicating, negotiating, or interacting with sophisticated corporate representatives.
- Must have a solid understanding of the Aviation Authority's mission, goals and objectives.

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may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Concessions	Date
Chief Commercial Officer	Date	Interim Chief Administrative Officer	Date

FLSA: Exempt
EEO Category: Mid-Level Officials and Managers
Manager Hours: 40

Shift Premium: N/A
Rotating Shift: N/A

Manager, Retail Concessions

Department: Concessions Date: June 30, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			3
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Social Media

Department: Public Affairs Date: March 22, 2024

Title of Immediate Supervisor: Assistant Vice President, Public Affairs Pay Level: L29

POSITION SUMMARY: Manage and oversee the development and implementation of social media strategies that align with the Greater Orlando Aviation Authority's (Aviation Authority) overall goals and objectives across all business units. Requires a deep understanding of social media platforms, communication strategies, trends, and best practices, as well as the ability to manage a team of social media professionals. Effectively integrate social media posts with larger public relations messaging to promote the Aviation Authority's projects and programs. Oversee all social media content, engagement, and outreach campaigns across multiple platforms, with the goal of increasing communications and brand awareness, driving passenger engagement, and supporting various strategic initiatives.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Define and drive social media strategy, tone, voice, channel guidelines, goals, and audience targets.
- Deep knowledge and proven results of crafting and implementing innovative social media growth strategies.
- Conceptualize and create engaging content, including graphics, videos, and written posts, tailored to each social media platform (e.g., Twitter, Facebook, Instagram, LinkedIn, YouTube).
- Collaborate with Public Affairs department on creating content that supports the respective business needs and objectives of various internal groups including Customer Experience, Marketing, Operations and external Airport partners.
- Maintain, update, and create templates for messaging needed during emergencies, crises, and special operations in conjunction with Public Affairs.
- Facilitate the boosting and advertisement of social media posts to keep essential topics prominent and maintained at the forefront of other social media posts.
- Engage and respond to appropriate public posts.
- Develop, maintain, and review multi-channel content calendars and corresponding content assets (in conjunction with Senior Social Media Strategist's) for approval by Public Affairs Assistant Vice President.
- Help define and track key performance indicators (KPIs) and create reports/recaps with key learning and action items to consistently improve social performance using native platform and third-party analytics.
- Develop and maintain relationships with influencers, bloggers, and other relevant parties to expand the team's reach and engagement.
- Monitor and report on social media trends, competitor activity, and passenger/guest sentiment to inform strategic decision-making, and identify new platforms for use.
- In coordination with Public Affairs team, be the face of the social media team when working with Airport operations on content and branding. Must demonstrate professionalism around internal and external stakeholders.
- Serve as main social media liaison for all appropriate partnership contacts.
- Support the Partnership team with planning and coordination of partner activations, such as digital and social deliverables and branded content.
- Supervise Aviation Authority employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policies, procedures, and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Aviation Management, Business Administration, Communications, Marketing or related field, and five (5) years of experience serving as a social media strategy supervisor/manager, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of the principles and practices of social media programs and social media tools.
- Excellent oral and written communication
- Ability to shoot and produce video content for digital, social, and editorial distribution.
- Ability to effectively analyze data to identify trends, patterns, etc.
- Strong knowledge and experience using a variety of communication channels
- A team player who easily builds relationships with internal and external customers
- Knowledge of airport and Aviation Authority's structure, goals, and objectives
- Excellent organizational skills and a natural multitasker
- An analytical mind with the ability to measure the performance of campaigns and draw meaningful conclusions
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Aviation Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired
- Experience working in a call center environment or overseeing social media
- Experience in web page production to design and update agency online information
- A second language is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2).

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision or direction – substantial latitude in initiative and judgment
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Aviation Authority
- Exercise independent judgment while making decisions regarding customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Assistant Vice President, Public Affairs Date

Vice President, Public Affairs

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Social Media

Department: Public Affairs

Date: March 22, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Assistant Vice President, Public Affairs Date

Vice President, Public Affairs Date

Human Resources - Compensation Date

Job Description

ORLANDO INTERNATIONAL AIRPORT | MCO

Marketing Coordinator

Department: Marketing

Date: October 1, 2024

Title of Immediate Supervisor: Manager, Marketing Services

Pay Level: L22

POSITION SUMMARY: The Marketing Coordinator play a pivotal role in promoting the airport's destinations, services, facilities, and brand image to both travelers and stakeholders.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Support the marketing team in developing and implementing comprehensive marketing strategies to increase awareness of the airport's offerings, including air service destinations, passenger services, retail and food/beverage concessions and transportation options.
- Collaborate with internal departments to align marketing initiatives and ensure protection of organization's brand to make certain creative executions meet brand guidelines.
- Assist with updating advertising creative and other creative assets as needed.
- Help maintain brand assets in digital asset management system.
- Archive and organize marketing files and track advertising campaign materials.
- Investigate additional advertising opportunities, gather media kits, quotes and samples.
- Assist with tracking and analyzing marketing performance metrics and preparing reports to evaluate the effectiveness of campaigns and initiatives.
- Assist with promotional events including air service inaugural flight events, travel expos, conference sponsor opportunities.
- Assist with managing promotional item inventory.
- Research and recommend promotional items.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate's degree in a Business, Hospitality, Marketing or Aviation related studies and two (2) years experience or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Advanced computer skills including Microsoft Office
- Fluency in foreign languages desirable
- Ability to communicate effectively, both orally and in writing
- Ability to handle multiple projects and switch priorities at short notice
- Strong organization skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work under close supervision
- Exercise judgment in prioritizing completion of simultaneous projects

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	AVP, Marketing	Date
Chief Development Officer	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: Professionals
Management Hours: 24

Shift Premium: N/A
Rotating Shift: N/A

Physical Requirements and Working Conditions

ORLANDO INTERNATIONAL AIRPORT | MCO

Marketing Coordinator

Department: Marketing

Date: October 1, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

AVP, Marketing Date

Chief Development Officer Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Mechanical Contracts Coordinator

Department: Maintenance | Date: March 4, 2019

Title of Immediate Supervisor: Manager, Plant Maintenance | Pay Level: L21

POSITION SUMMARY: Responsible for monitor testing, operation, calibration, repair and maintenance of mechanical systems throughout Greater Orlando Aviation Authority (GOAA) buildings and structures. Confirm that tested mechanical equipment and systems are operational and within industry and manufacturer's specifications. Plan, monitor and evaluate maintenance service and supply contracts verifying assigned contracts meet performance standards and specifications. Provide technical advice to develop scopes of work of new contracts. Serve as the Maintenance department representative for construction efforts and assigned contracts.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Monitor and evaluate assigned contracts with emphasis on the levels, standards, and frequencies of service, productivity, quality control and personnel utilization.
- Review mechanical diagrams, mechanical plans, construction drawings and specifications for Maintenance and GOAA requirements.
- Provide advanced scheduling, project coordination and support for related interdepartmental projects.
- Assist Manager in inspections of new construction, and tenant upgrade projects.
- Assist in the development and implementation of procedures to meet the contractual requirements for the specified level set forth in the contract documents.
- Serve as an Authority's Authorized Representative (AAR) for the performance of specified contracts and act as liaison with other GOAA departments.
- Assist Manager in evaluating the plans for future replacements, upgrades, etc.
- Monitor contractors' staffing levels, responsiveness, and productivity; report deficiencies to Manager as needed.
- Attend construction coordination meetings as required, serving as technical expert.
- Confirm enforcement of contract specifications.
- Provide assistance in developing scope, bidding, and awarding of assigned contracts. Validate project costs, repair estimates, and work requests outside of contract scope.
- Verify contractor pay requests for accuracy and compliance with contract terms. Approve contractor payment requests/invoices.
- Input and track appropriate data and generate related reports.
- Verify Oracle requisitions for materials and parts are initiated and processed in a timely manger.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in related field and three (3) years related experience with the maintenance and repair of facility mechanical systems, or an equivalent combination of education, training and experience. Preferred experience includes one (1) year experience with mechanical contracts, familiarity with mechanical contracts at an airport, and mechanical & building inspection experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of the function and utilization of mechanical systems/equipment and/or evaluating the condition of mechanical and motorized equipment

- Intermediate computer-use skills, with emphasis on use of database, spreadsheet, and word processing programs.
- Thorough working knowledge of mechanical and plumbing codes
- Knowledge of applicable OSHA regulations & applicable mechanical standards, essential safety equipment and protective devices
- Knowledge of rules, regulations, and guidelines regarding the safe utilization and operation of hand and power tools, and lock out tag out procedures
- Must be able to read, understand, and enforce contract specifications and mechanical drawings on performance based contracts
- Must have knowledge and stay current with all mechanical and plumbing codes and advanced mechanical maintenance practices
- Demonstrated attention to detail
- Self-motivated and able to work without direct supervision
- Must stay current on all GOAA emergency response procedures and ensuring proper response as required.
- Must be capable of scheduling & controlling Mechanical Utility Outages
- Excellent oral and written communication skills
- Good interpersonal skills with the ability to function effectively in a diverse work place
- Basic knowledge of project scheduling, efficient time management, and contract monitoring
- Must be willing and able to work nonstandard and various shifts including; early mornings, late evenings, nights, weekends and holidays to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Class A air-conditioning, Class B air-conditioning or Mechanical contractor license issued by State of Florida

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision and general direction
- Exercise of sound independent judgment for technical issues and in recognizing conditions which contribute to material or equipment damage, or which could result in physical harm or injury to self or others.
- Determine when a task has been completed properly, and which task among those designated will be undertaken next.
- Routine technical decisions/analysis

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Technician
Shift Premium: Yes
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Mechanical Contracts Coordinator

Department: Mechanical

Date: March 4, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Network Administrator

Date: December 5, 2017

Department: Information Systems

Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Manager, Networks

POSITION SUMMARY: Perform research, configure, install, test and document components for converged data, wireless, video and voice networks. Maintain and monitor the security and integrity of the network. Coordinate the installation, relocation, maintenance and repair of various computer equipment. Monitor the network management console for error conditions. Maintain system and cable plant connection schemes.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function, which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Maintain code level, configuration and perform problem resolution for the Authority network switches, routers, and wireless equipment.
- Monitor network for illegal or unauthorized software installation
- Coordinate and resolve system usage conflicts between critical applications and/or peak hour conditions; perform LAN tuning and optimization
- Establish the timely distribution of critical and sensitive reports
- Oversee and document the orderly installation of cables by contractors or Authority personnel
- Coordinate the installation, relocation, maintenance, and repair of personal computers, network servers, network interface hardware, routers, bridges, hubs, modems, peripheral equipment, printers, plotters, removable storage, scanners, remote network components, and other related equipment
- Administer network monitoring software or any other network application requiring special licensing and security
- Review emerging technologies and standards; develop prototype demonstrations of promising, cost-effective and efficient new applications
- Establish the cataloging of installed equipment, software, repairs, maintenance, and upgrades. Prepare analytical reports and make refurbishment recommendations based upon this historical inventory
- Maintain a current knowledge of developments in both hardware and software so that upgrades and installations are performed as efficiently as possible
- Monitor the network management console for error conditions. Perform all functions related to the configuration and maintenance of the network management software.
- Assist in maintaining IP addressing, system and cable plant connection schemes. Coordinate access by users to the Internet. Require compliance in the security of Authority networks and servers connected to the Internet.
- Adjust own work schedule to include working late evenings and/or weekends when the need arises
- Collaborate with management in the preparation of the Information Technology budget
- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Perform other duties as assigned

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Computer Science or related field and four (4) years experience required in the administration of medium corporate networks (1000 – 5000 connected devices), or an equivalent combination of education, training and experience. Experience with current Authority network components, enterprise WiFi networks and structured cabling is required. Experience with Authority's currently used network management software is desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must have excellent analytical skills related to the job functions and requirements and must possess excellent verbal and written communication skills
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems. Provides proper advice and recommendations to managers and employees at all levels.
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Must be able and willing to work both standard and non-standard work schedules, including weekends

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- CCNA, CCNP, CCIE preferred

SUPERVISORY RESPONSIBILITIES:

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Work very independently with little supervision or direction – substantial latitude in initiative and judgment
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.

APPROVAL SIGNATURES:

_____ _____

Immediate Supervisor Date

_____ _____

Manager Date

_____ _____

Chief Information Officer Date

_____ _____

Senior Director, Human Resources & Risk Management Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Network Administrator
Department Information Technology
Date November 1, 2017
Section 521

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting		X				3
Lifting A. __ 0 - 20 lbs.	X					3
B. __ 21-50 lbs.					X	2
C. __ 50+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing				X		3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing our job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		3
Excessive Noise					X	2
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicles				X		3
General office equipment (computers, copiers, faxes, etc.)		X				3

Supervisor Comments:

Immediate Supervisor Date

Chief Information Officer Date

Senior Director, Human Resources & Risk Management Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

OEA Airport Electrician

Department: General Aviation Date: December 7, 2018

Title of Immediate Supervisor: Manager, OEA General Aviation and Supervisor, Airfield Electrical Pay Level: B9

POSITION SUMMARY: Install, repair, and maintain electrical systems and equipment on the airport property, including runways, taxiways, aprons, high mast lighting, security gates, and GOAA buildings and structures.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Install, operate, repair & maintain electrical equipment, including electrical services, switch gear, emergency generators & associated transfer equipment, lighting & lighting contactors, photo controls, lighting control relay panels, electrical/electronic security gates, security cameras, motor controls, airfield lighting, lighting vaults with constant current regulators, control equipment & transformers.
- Read wiring diagrams, electrical plans & specifications.
- Conduct routine inspections of premises.
- Determine appropriate materials and/or parts required for repairs.
- Responsible for staying current with all electrical codes & advanced technology maintenance practices.
- Inspect & perform regular cleaning & prescribed maintenance tasks on associated equipment.
- Responsible for staying current on all GOAA emergency response procedures and FAA Advisory Circulars, maintaining proper response as required.
- Complete maintenance work orders as assigned, records all time, materials, & equipment information correctly and promptly to confirm accurate maintenance and repair records are kept.
- Operate small hand and power tools.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five (5) years experience troubleshooting and repairing motor controls, high voltage electrical systems in excess of 600 volts, lighting, power systems & associated electrical equipment; or an equivalent combination of education, training, & experience. Airfield lighting experience preferred.

Internal candidates must have at least two (2) years experience with GOAA in both airfield and building electrical systems plus ACE certification in Airfield lighting.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of airfield lighting systems
- Thorough working knowledge of electrical codes
- Knowledge of applicable OSHA regulations, FAA airfield lighting regulations & guidelines, NFPA 70E standard, and the rules, regulations & guidelines regarding the safe utilization & operation of hand and power tools
- Basic knowledge of essential safety equipment & protective devices, knowledgeable about safety standards
- Must be able to read & understand wiring diagrams, electrical drawings & specifications
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.

- Demonstrated skill to organize and prioritize work
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Journeyman Electrician competency card recognized by the State of Florida required for external candidates at time of hire
- ACE certification required for internal candidates at time of promotion/transfer; must be obtained within one year of hire for external candidates

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Determine proper tools and equipment to be used for the assigned task and how they are to be used on a job.
- Exercise of sound independent judgement in recognizing conditions which contribute to material or equipment damage, or which could result in physical harm or injury to self or others.
- Constant exercise of sound independent judgement to ensure safety when working on equipment.
- Determine when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor (OEA)	Date	Immediate Supervisor (Electrical)	Date
Department Director	Date	Department Senior Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: Yes
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

OEA Airport Electrician

Department: General Aviation

Date: December 7, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs		X				3
20 – 50 lbs		X				3
51+ lbs				X		3
Bending/Stooping		X				3
Pushing, Pulling and/or Digging		X				3
Reaching over head				X		3
Kneeling, Crawling		X				3
Climbing (ladders, stairs, hills)			X			3
Typing/CRT (attention to detail)					X	2
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing				X		3
Writing					X	2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes			X			3
Chemicals			X			3
Insects		X				3
Heights, Confined Areas		X				3
Excessive Noise	X					3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle	X					3
General Office Equipment (Computer, Copier, Fax, etc.)					X	2
High Reach Truck				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor (OEA) Date

Immediate Supervisor (Electrical) Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

OEA Building Maintenance Repair

Department: OEA General Aviation

Date: December 7, 2018

Title of Immediate Supervisor: Manager, OEA General Aviation

Pay Level: B4

POSITION SUMMARY: Perform general maintenance and repair of buildings and property at Orlando Executive Airport (OEA), including plumbing, carpentry, painting, general building maintenance, landscaping and painting task.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for all planned preventative maintenance to interior and exterior airport buildings and other facilities, including but not limited to proactive and reactive repairs.
- Responsible for plumbing, carpentry, painting, general building maintenance, landscaping, and repair of various buildings and other facilities as required.
- Responsible for airfield pavement repair, signage installation, and pavement markings.
- Assist the OEA Airport Electrician and Equipment Operators in the overall maintenance of the airport property.
- Conduct routine inspections of premises.
- Determine appropriate materials and/or parts required for repairs.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Complete maintenance work orders as assigned, confirm all time, materials, and equipment information are recorded correctly and promptly for accurate maintenance and repair records.
- Inspect and perform regular cleaning and prescribed maintenance tasks on associated equipment.
- Operate small hand and power tools.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and three (3) years experience including general landscaping, general carpentry, plumbing, roof repairs, and painting; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic knowledge of essential safety equipment and protective devices, knowledgeable about safety standards
- Able to perform general carpentry, plumbing, roof repairs and painting
- Knowledge of rules, regulations, and guidelines regarding the safe utilization and operations of hand and power tools
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.
- Ability to read and understand blueprints, wiring diagrams and repair manuals as necessary
- Demonstrated skill to organize and prioritize work
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Under general supervision, performs a variety of work in the general maintenance and repair of buildings, facilities, and equipment
- Must be able to determine the extent of damage or maintenance/repair necessary to repair
- Determine proper tools, equipment and materials/parts to be used for assigned task
- Constant exercise of sound independent judgment in recognizing conditions which contribute to facility damage or which could result in physical harm or injury to self or others; maintain safety when working on assignments

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Service Maintenance
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

OEA Building Maintenance Repair

Department: General Aviation

Date: December 7, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs		X				3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping		X				3
Pushing, Pulling and/or Digging		X				3
Reaching over head				X		3
Kneeling, Crawling			X			3
Climbing (ladders, stairs, hills)			X			3
Typing/CRT (attention to detail)					X	2
Speaking & Hearing				X		3
Detailed Inspection/Reading/Editing			X			3
Writing					X	2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes			X			3
Chemicals			X			3
Insects		X				3
Heights, Confined Areas			X			3
Excessive Noise			X			3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)					X	2
Power/Hand Tools			X			3
Bucket Truck				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

OEA Grounds Maintenance Lead

Department: OEA General Aviation | Date: December 18, 2018

Title of Immediate Supervisor: Manager, OEA General Aviation | Pay Level: B5

POSITION SUMMARY: Lead operator for all common Orlando Executive Airport (OEA) buildings and landscaped areas/maintenance projects. Operate grounds maintenance, industrial lift, and construction equipment. Maintain, construct, and renovate airport grounds and landscaped areas.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Lead operator for grounds crew while engaged in airport/AOA maintenance activity
- Construct and renovate landscaped areas as required; maintain landscaped areas not covered under outside maintenance contracts.
- Advise manager, or designee, of equipment readiness, supply requirements and provide weekly fuel readings, month end fuel tallies, and Daily Work Activity Summaries.
- Assist manager, or designee, with prioritization of work. Coordinate daily work assignments of OEA grounds crew.
- Responsible for communication with the Control Tower to maintain safe operations on the AOA, whether by radio or alternative methods.
- Prior to beginning a group project, confirm all safety practices are in place and personnel are wearing issued PPE.
- Monitor the safe operation of standard construction equipment to perform small construction projects and repairs.
- Dispense fertilizers, herbicides, and pesticides for landscape maintenance.
- Responsible for staying current on all GOAA emergency response procedures and maintain proper response as required
- Operate and use small power tools and hand tools to perform all phases of horticultural and landscaping renovation and maintenance.
- Operate sweepers and scrubbers to remove foreign object debris, and grease from paved aircraft operating areas.
- Perform daily routine equipment inspections and operational tests to confirm equipment is capable of responding in an emergency. Perform regular cleaning and prescribed operator maintenance tasks on equipment. Coordinate equipment preventive maintenance and repairs with fleet contractor.
- Complete maintenance work orders as assigned, record all time, materials, and equipment information correctly and promptly to maintain accurate maintenance and repair records
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five (5) years experience in the operation of construction and industrial lift equipment in a construction or maintenance project environment, or an equivalent combination of education, training, and experience. Must be classified as Equipment Operator III at the time of the posting.

EQUIPMENT OPERATED:

- All mowers, bucket and high reach trucks, front-end loader, rubber tire backhoe, tractors, scrubbers, sweepers, small dozers, spray equipment and rigs.
- All other equipment operated by the Equipment Operator II.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic knowledge of essential safety equipment and protective devices.
- Knowledge of rules, regulations, and guidelines regarding the safe operation of construction and lift equipment.

- Sound working knowledge of safe rigging and operational limitations of construction and lift equipment.
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.
- Ability to apply aquatic and horticultural chemicals safely, in compliance with all rules, regulations, and laws.
- Proficiency in construction and maintenance of landscaped areas.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Commercial driver's license, Class "B" with tanker endorsement and air brake designation

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercise sound independent judgment to operate construction and lift equipment safely and within the operational limitations of the equipment, to apply agricultural chemicals safely, and confirm appropriate safety measures are in place at all times
- Determine what equipment is appropriate for the assigned task and how it is to be used on a job
- Determine when a task has been completed properly, and which task among those assigned by the manager will be undertaken next.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

OEA Grounds Maintenance Lead

Department: OEA Date: December 18, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping		X				3
Pushing, Pulling and/or Digging			X			3
Reaching over head				X		3
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)					X	2
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes					X	3
Chemicals				X		3
Insects			X			3
Heights, Confined Areas				X		3
Excessive Noise		X				3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicle – Dump trucks/Flat bed/Water Truck/Bucket truck		X				3
General Office Equipment (Computer, Copier, Fax, etc.)					X	2
All Mowers		X				3
Sweeper		X				3
Chainsaw				X		3
Front end loader					X	3
Small dozers/tractors			X			3
May operate all equipment used by the Equipment Operator II, which includes: trucks (water, flat bed, dump and pick up), bobcat, all-terrain mower, scrubber, spray equipment and rig, edgers, weedeaters, hedge trimmers, chainsaws, Mad Vac sweeper, small all-terrain vehicles, forklift.			X			3
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

ORL Administration and Contracts Coordinator

Department: ORL

Date : July 16, 2025

Immediate Supervisor: Vice President, ORL Operations

Pay Level: L23

POSITION SUMMARY:. Responsible for the day-to-day monitoring, evaluating and oversight of cost control, procurement of goods and services and Oracle process for ORL. Reviews, tracks and assists with contract process, amendments, compliance and renewals. Prepares, monitors, and analyzes O&M and capital budgets and ensures proper allocation of funds.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare and maintain tools to effectively manage cost control, procurement of goods and services and Oracle process, working with key department personnel.
- Effectively monitor budgets, detect and report deviation trends, and generate cost forecasts based on historical data. Gather and evaluate data for budget preparation.
- Assist in developing and maintaining budget analyses and contract activity reports for use by management and executive staff.
- Responsible for data entry and retrieval of all computerized cost control and capital functions, including, but not limited to, departmental budget updating, monitoring and projections, time and attendance and management reporting.
- Oversee the department Oracle procurement process including requisitions, releases, direct pay, purchase orders, etc.; and maintain all related documentation.
- Develop and implement budget analyses and management reports as required. Assist in tracking Capital Expenditure budget.
- Ensure expenditures are within the established budget, identify unbudgeted items. Ensure proper allocation and utilization of funds. Perform statistical analyses and research alternate fund sources for department.
- Contribute to the development and tracking of capital plans including, but not limited to, budget estimates, projects schedules and the department annual Capital Improvement budget.
- Oversee the preparation of department payroll for assigned personnel utilizing custom computerized time and attendance system in accordance with policies and procedures; research time and attendance issues and process resolutions; prepare and distribute time and attendance management reports and forms.
- Prepare and submit proposed permit and agreements/changes and Facilities Use Agreements, including any insurance or additional compliance issues and requests for payment. Maintain records for ORL leases and Space Use Agreements.
- Provide information to potential service providers on permit program requirements such as fees, security deposits, insurance requirements, etc.
- Verify, enter, and maintain accurate and timely contractual data in the property management system and other management databases.

- Calculate rates, fees, and charges, set up accounting billing rules, and verify receipt of payment, insurance certificates, surety and bond requirements, and related required executed documentation.
- Perform administrative support including, but not limited to, answer multiple department telephone extensions, maintain both physical and electronic filing systems, schedules, and calendars, operate office equipment, draft correspondence, order subscriptions and publications and process/distribute mail.
- Manage permits and agreements for contract compliance and make recommendations for resolution.
- Coordinate travel schedules and arrangements, reconcile, prepare, and submit expense reports.
- Contribute to the contract process including contract specifications, single & sole source, emergency purchases and professional services.
- Provide contract assistance as assigned including audit procedure, contract invoices, addressing or assisting with contract payment issues as they arise, etc.
- Track and review contract renewals and amendments for timely execution. Review and identify pricing changes.
- Review, track and/or assist with contract process, amendments, and renewals. Ensure compliance with contracts terms, conditions, and pricing.
- Responsible for the maintenance, storage, and destruction of department financial records, per applicable policies, and working in conjunction with designated Aviation Authority records management personnel.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in an accounting-related field and three (3) years related payroll processing, budget processing, and capital project support work experience, or an equivalent combination of education, training, and experience. Experience processing complex time and attendance systems required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of spreadsheet, database, word processing software required.
- Knowledge of Oracle and the Authority's current automated timekeeping systems desirable.
- Must be proficient in 10-key skills.
- Demonstrate a high degree of reliability, accuracy, have excellent organizational skills, and be able to work independently.
- Meticulous attention to detail and numerical ability.
- Ability to manage multiple projects at a time, meet deadlines and accomplish a high volume of work.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Exercise considerable independence under general supervision
- Make independent decisions following established guidelines/procedures

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APPROVAL SIGNATURES:

Immediate Supervisor/VP Date

Chief Operating Officer Date

Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

ORL Administration and Contracts Coordinator

Department: ORL Date: July 16, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				1
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/VP Date

Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Painter II

Date: January 10, 2018

Department: Maintenance

Grade/Level: Non-Exempt; B5
Shift Premium: Yes

Title of Immediate Supervisor: Supervisor, Paint

POSITION SUMMARY: Utilizes and applies protective and decorative coatings and coverings to furnishings, fixtures, and equipment to maintain GOAA facilities.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every task, which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Prepares surfaces to be reconditioned and/or resurfaced.
- Applies proper protective or decorative coating with appropriate applicators.
- Assists in the refinishing of existing office furniture, shelving, tables, and other furnishings, fixtures, and equipment using various applications of stain, varnish, and sealant.
- Assists with pavement markings.
- Performs regular cleaning and prescribed operator maintenance tasks on equipment.
- Responsible for staying current on all GOAA emergency response procedures and for proper response as required.
- Completes maintenance work orders as assigned, records all time, materials, and equipment information correctly and promptly so that accurate maintenance and repair records are kept.
- Performs other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

High school graduate or equivalency diploma and three (3) years experience in the painting field, with particular emphasis on spray painting, or an equivalent combination of education, training, and experience. Experience in commercial and industrial painting preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Sound working knowledge of paints, solvents, varnishes, and similar materials used in protecting various types of surfaces.
- Basic knowledge of essential safety equipment and protective devices.
- Knowledge of rules, regulations, and guidelines regarding the proper utilization of various protective devices during the application of chemicals and paints.
- Knowledge of rules, regulations, and guidelines regarding the safe operation of spray painting equipment and power tools.
- Must be capable of properly operating field communications equipment.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Determines if and when a painting task should be discontinued due to unsafe or high-risk conditions.
- Constant exercise of sound independent judgment to be sure that scaffolding, platforms, rigging and other equipment are safely and properly secured.
- Determines what equipment is appropriate for the assigned task and how it is to be used on a job.
- Determines when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next.

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Manager	Date
Assistant Director	Date
Department Director	Date
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Painter II
Department Maintenance
Date January 10, 2018
Section 683

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking			X			3
Sitting					X	1
Lifting A. __ 0 - 20 lbs.			X			3
B. __ 21- 50 lbs.				X		3
C. __ 51+ lbs.				X		3
Bending/Stooping			X			3
Pushing, Pulling, and/or Digging				X		3
Reaching over Head			X			3
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)					X	1
Speaking & Hearing				X		3
Detailed Inspection/Reading/Editing				X		2
Writing					X	1
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes				X		3
Chemicals			X			3
Insects					X	1
Heights, Confined Areas				X		3
Excessive Noise				X		3
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Spraying equipment		X				3
Maintenance box van				X		3
Pressure washer		X				2
Field communications equipment					X	3

Supervisor Comments:

_____

_____

_____ _____

Immediate Supervisor Date

_____ _____

Department Director Date

_____

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Painter III

Department: Maintenance

Date: April 5, 2019

Title of Immediate Supervisor: Supervisor, Paint

Pay Level: B6

POSITION SUMMARY: Professionally apply architectural and protective coating systems required to provide maximum protection under a regularly scheduled maintenance program to all surfaces within the painting industry standards and maintenance departmental guidelines in order to maintain GOAA facilities.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Inspect and maintain all structural and architectural surfaces, provides the necessary protective coating system to ensure the appearance and maintain a sound level of structural integrity within the industry.
- Prepare all structural and architectural surfaces properly to be reconditioned and/or resurfaced.
- Remove and reapply pavement markings on runways, taxiways, ramps and roadways.
- Apply proper protective or decorative coating with appropriate applicators.
- Refinish existing office furniture, shelving, tables and other furnishings, fixtures and equipment using various applications of stain varnish and sealant.
- Perform regular cleaning and prescribed operator maintenance tasks on equipment.
- Responsible for staying current on all GOAA emergency response procedures and for proper response as required.
- Complete maintenance work orders as assigned, records all time, materials, and equipment information correctly and promptly so that accurate maintenance and repair records are kept.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five (5) years experience in commercial and industrial painting, with emphasis in maintenance, with a strong background in brush, rolled and spray experience, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Industry knowledge of paints, solvents, varnishes and other related materials used to protect surfaces of all kinds and under all weather conditions
- Basic knowledge of essential safety equipment and protective devices
- Knowledge of rules, regulations, and guidelines regarding the safe operation of various protective devices during the application of chemicals and paints, spray painting equipment and power tools
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Familiarity with a mobile computerized maintenance management system desired
- Demonstrated skill to organize and prioritize work
- Good oral and written communication skills
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Determine if and when a painting task should be discontinued due to unsafe or high-risk conditions.
- Constant exercise of sound independent judgment to be sure that scaffolding, platforms, rigging and other equipment are safely and properly secured.
- Determine what equipment is appropriate for the assigned task and how it is to be used on a job.
- Determine when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Assistant Director	Date	Department Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: Yes
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Painter III

Department: Maintenance

Date: April 5, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking			X			3
Sitting					X	1
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		3
51+ lbs				X		3
Bending/Stooping			X			3
Pushing, Pulling and/or Digging				X		3
Reaching over head			X			3
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)				X		2
Speaking & Hearing				X		3
Detailed Inspection/Reading/Editing				X		2
Writing					X	1
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes				X		3
Chemicals			X			3
Insects					X	1
Heights, Confined Areas				X		3
Excessive Noise				X		3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)				X		2
Spraying Equipment		X				3
Pressure washer		X				3
Field Communication Equipment					X	3
Mobile Maintenance Management System				X		2
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

Paralegal, Concessions

Department: Concessions | Date: August 19, 2025

Immediate Supervisor: Vice President, Concessions | Pay Level: L27

POSITION SUMMARY:. Responsible for providing paralegal support, with a focus on Concessions projects, including preparing, maintaining, and processing documents and records pertaining to contracts, amendments, and other matters including tracking incoming projects and deadlines, maintaining department contacts, and anticipating demand for legal services.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Monitor, support and issue Concessions Department notices and emails
- Complete Concessions Department agreements
- Attach documents and exhibits as necessary
- Facilitate and manage agreement signatures
- Upload fully executed documents and contract summaries to contract management database
- Enter, monitor, and comply with relevant contract deadlines
- Manage Concessionaire contact information
- Respond to requests regarding agreements
- Interact with other departments regarding agreement language, payments, performance, and default
- Assist in agreement planning, development, and negotiations, when necessary
- Interact with the Aviation Authority Concessions staff to maintain internal deadlines for projects
- Maintain accurate and confidential records and files in accordance with the Aviation Authority records management system
- Proofread and correct drafts for grammar, punctuation, and spelling to produce error-free work
- Assist with managing and monitoring Concessions budgets, including outside counsel, tracking departmental needs, and spending, processing invoices for payment, identifying budgetary aberrations, and projecting budgetary needs
- Coordinate insurance review to verify that requirements of contracts, licenses, agreements, and leases are met by contractors
- Coordinate annual review(s) of Concessions properties and assessments with relevant external agencies such as the Orange County Property Appraiser Office
- Perform related work and any other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree
- Experienced paralegal, with corporate, real estate, or contract paralegal experience, contract management, or contract administrator with no less than five years of experience.
- Paralegal certificate from ABA approved program preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficiency in Microsoft Office Suite or similar applications and property management software.
- Strong interpersonal skills.
- Ability to use considerable initiative and critical thinking skills to exercise sound judgment in making recommendations based on contractual needs.
- Demonstrated experience to focus on details, set priorities, meet deadlines, and multi-task.
- Timely and effective verbal and written communication skills.
- Ability to comprehend contracts.
- Excellent critical thinking and analytical skills.
- Demonstrated ability to read and write commercial leases and concession agreements effectively and efficiently
- Ability to read, understand, and interpret local and federal regulations, certifications, registrations, licensing, and operational procedures.
- Demonstrated ability to plan, prioritize, organize, schedule, and manage to completion multiple projects at the same time.
- Must have the ability to work in a dynamic environment interacting regularly with corporate executives, local and federal officials.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None. Work with contracted staff performing closely related work.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with judgement and initiative in decision making regarding tenant compliance with agreement terms and financial requirements. Must be able to meet deadlines, create ad-hoc reports for management.
- Frequent day-to-day tenant contacts in which the Aviation Authority's policies and procedures must be consistently and accurately represented. Required to provide a high standard of customer service with professionalism and efficiency.
- Possess an understanding of individual corporate protocol when communicating, negotiating, or interacting with sophisticated corporate representatives.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/VP	Date	Chief Commercial Officer	Date
Chief Administrative Officer	Date		

FLSA: Exempt
EEO Category: Professionals
Manager Hours: 24

Shift Premium: N/A
Rotating Shift: N/A

Paralegal, Concessions

Department: Concessions Date: August 19, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/VP Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Parking Revenue Analyst

Department: Parking Operations

Date: October 3, 2018

Title of Immediate Supervisor: Manager, Parking Operations

Pay Level: L17

POSITION SUMMARY: Responsible for analyzing and reconciling credit card and E-Pass/SunPass transactions, daily parking lane activity, and daily deposits. Assist other departmental staff as needed.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Analyze and reconcile credit card and E-Pass/SunPass transactions to verify all funds are accurately reported. Research discrepancies and follow up with questions to credit card company, Parking Revenue Control System contractor, etc. to validate exceptions. Maintain tracking of valid exceptions.
- Analyze and reconcile parking daily lane activity reports to the revenue control system reports.
- Verify the daily deposits for parking garages, commercial lane, valet parking and satellite parking.
- Work with the Finance department to research and resolve discrepancies. Contact banks regarding incorrect balances, notify contractors to stop accepting checks from chronic offenders, and take other related actions as necessary.
- Design and develop spreadsheet and management reports as needed.
- Assist with revenue box audits, annual certification of fees, procedural audit and other related projects as assigned
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Accounting, Business, or related field and two (2) years accounting work experience, or an equivalent combination of education, training and experience. Experience with parking operations and/or parking revenue accounting systems preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Computer skills – proficient in Microsoft Office
- Knowledge of basic accounting concepts, practices and procedures
- Strong analytical skills with sound judgment
- Able to operate general office equipment
- Effective customer service skills
- Good verbal and written communications skills
- Demonstrated attention to detail

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Determine methods of analyzing operation and revenue reports
- Judgment as to what constitutes discrepancies with potential for revenue loss
- Exercises considerable independence under general supervision
- Makes independent decisions following established guidelines/procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Paraprofessionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Parking Revenue Analyst

Department: Parking Operations

Date: October 3, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				2
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Parking Customer Service Coordinator

Department: Parking Operations | Date: February 21, 2022

Title of Immediate Supervisor: Assistant Director, Airport Operations - Parking and GT | Pay Level: L16

POSITION SUMMARY: Primary representative for Parking Operations contractual and customer service issues for the parking management agreement, the shuttle management agreement and other customer services related issues. Respond to high volume of telephone calls Parking/Ground Transportation customer complaint line, resolve customer service issues or refer issues to appropriate member of management. Provide administrative support for the Assistant Director, Airport Operations - Parking and Ground Transportation and Manager, Airport Operations - Parking.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Customer service liaison for the Parking and Grounds Transportation department. Customer service issues include but are not limited to; damaged vehicles, customer towed vehicles, abandoned Rental Cars in public parking, repossessed vehicle recovery, etc.
- Respond to high volume of telephone calls for Parking/Ground Transportation customer complaint line, resolve customer service issues or refer issues to appropriate member of management.
- Research, prioritize, and follow up on incoming issues and concerns addressed to Parking/Grounds Transportation. Determine appropriate course of action, referral, or response: gather and analyze information required for review by management.
- Administer GOAA's E-Pass/SunPass program, to include; resolving payment issues, request reversal of replenishments, manual charges and other issues with the program.
- Monitor the shuttle bus operator's compliance with the contractual frequency schedule and notify shuttle operator of the result.
- Provide administrative support for the Assistant Director, Airport Operations - Parking & Ground Transportations and other management as assigned, including correspondence, answer/screen telephone calls and direct to appropriate person for response, schedule appointments and maintain calendar, arrange internal and external meetings. Coordinate travel arrangements and process travel documents
- Responsible for Oracle procurement process from requisition through payment, appropriately utilizing requisitions, direct pays, fund releases, purchase orders, etc.; complete process and maintain related documents
- Assist in preparing Board, Concession/Procurement, Construction Finance Oversight Committee items,
- Prepare and distribute meeting meetings as needed.
- Administer the Authority's parking validation stamp program.
- Coordinate the Division's uniform program to include fitting, ordering, payment, receiving, and return of uniforms.
- Act as Records Management Coordinator for the Parking Operations / GT Services Division. Responsible for the maintenance, storage, and destruction of department records, per applicable policies and regulations.
- Serve as payroll clerk for the department. Confirm data and prepare payroll documentation; maintain all supporting documentation
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in a related field and three (3) years experience in customer service with a focus on customer compliant resolution, administrative support and/or airport operations, or an equivalent combination of education, experience and training.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Effective customer service resolution skills
- Knowledge of word-processing and a typing speed of 50 CWPM
- Intermediate computer skills and proficient in Microsoft Office programs required; experience using Oracle Financials
- Excellent and professional oral and written communication in English including grammar and punctuation skills
- Demonstrated attention to detail and strong organizational, and administrative skills
- Strong analytical, interpersonal, and problem solving skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under general supervision with limited independence and under general direction
- Demonstrate good judgement in communicating with senior management, consultants, customers, and other Authority departments regarding customer related issues
- Make routine decisions within established guidelines, refer unique issues to management
- Interact with staff (at all levels) in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient
- Set priorities for own work

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor / Assistant Director Date

Department Director Date

Sr. Director, HR & Risk Management Date

FLSA: Non – Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Parking Customer Service Coordinator

Department: Parking Operations Date: February 21, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
2 way Radio					X	2

SUPERVISOR COMMENTS:

Immediate Supervisor/Assistant Director Date

Department Director Date

Human Resources - Compensation Date

Parking Systems Auditor

Department: Internal Audit

Date : March 9, 2026

Immediate Supervisor: Assistant Vice President, Internal Audit

Pay Level: L21

POSITION SUMMARY: Reviews contractual agreements with the Authority and conducts audits of those agreements to determine compliance. Conducts audits and analytical reviews of the Authority's Parking and Ground Transportation Services (GTS), to include the Parking Revenue Control System (PRCS) software as well as GTS Gatekeeper software, to assess the accuracy, integrity, and effectiveness of system data and related processes. Performs examinations of E-Pass/SunPass transactions, evaluates transponder activity, and system records for completeness and reliability. Performs audits of PRCS credit card processing to ensure credit card transactions and revenue are accurately processed and reported. Analyzes PRCS data to identify control weaknesses, operational risks, and system deficiencies and supports audit-related database research. Performs pre and post-implementation reviews of new software and hardware and conducts detailed reviews of system testing and reports.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Examine transactions, documents, records, reports and methods for accuracy and effectiveness and/or compliance with contract terms.
- Conduct detailed analysis of all transactions, activity, records, data and systems to ensure accurate capture, recording, and charging of Authority parking and GT revenues.
- Responsible for audit and research of the PRCS and GTS software to ensure it is operating efficiently and effectively.
- Perform pre and post-implementation reviews of software/system upgrades to include detailed review of system testing and reports to verify accuracy and system performance.
- Conduct research of E-Pass/SunPass records, to include but not limited to recommending modification of transponder activity, adjustments to system records, and equipment software data.
- Perform routine audits of credit card processing to ensure credit card transactions and revenue are accurately processed and reported.
- Survey functions and activities in assigned areas to determine the nature of operations and the adequacy of the system of control to achieve established objectives; identify basic control points of the system.
- Obtain, analyze, and appraise supporting data as a basis to conclude on the adequacy and effectiveness of control systems and on the performance capability of the activity being reviewed.
- Prepare neat, logical, and complete workpapers following departmental policies and procedures. Record procedures performed, results and document well supported conclusions; effectively clear review notes; demonstrate basic knowledge of proper

workpaper technique (referencing, indexing, etc); approach assigned tasks in a logical and efficient manner.
- Familiarity with The Institute of Internal Auditors (IIA) International Professional Practices Framework.
- Assist in or prepare potential audit findings that are adequately supported by documentary evidence and develop appropriate recommendations. Participate in appraising the adequacy of the corrective action taken to improve deficient conditions.
- Participate in meetings to review findings and recommendations with appropriate managers, supervisors, divisions, departments, and contractors to clarify information during and at the conclusion of the review to document deficiencies, recommend corrective action.
- Prepare formal written reports of lesser risk/complexity, as requested.
- Able to work independently requiring general direction and supervision and also participate as part of a team. May work under direction of Senior Auditor or Lead Auditor on specific audits or assignments.
- Communicate with the audit management throughout the audit process for guidance with decision-making and problem solving; cognizant of when audit issues should be referred to the audit management for further direction or concurrence.
- Support Parking and GTS in research of the PRCS system database, on an as needed basis.
- Review PRCS data and provide custom reports, as requested.
- Perform or assist with special projects or other assignments, as requested.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelors Degree in Accounting or a related field and up to one year auditing experience (parking systems audit and parking revenue control preferred), or an equivalent combination of closely related education, training and experience. Two (2) years of related technical training desired (parking system database administration and troubleshooting, database mining related to transactional activity, batching and data transfers, related database research, etc.). Experience with data analytic software (ACL desirable); experience with automated workpaper systems (AuditBoard) is preferred. Experience in analyzing general ledger and journal entries is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive parking and ground transportation systems knowledge and skills.
- Familiarity with parking audits or systems audits.
- Basic knowledge of audit workpaper technique.
- Knowledge of IIA International Professional Practices Framework preferred.
- Knowledge of statistical sampling methodologies.
- Knowledge of financial, cost and management accounting theory and practice.
- Knowledge and application of qualitative and quantitative analysis.
- Understanding of contracting principles and administration.
- Basic knowledge of Microsoft Word, Access and Excel.
- Knowledge of data analytic software desired (ACL preferred).

- Oral and written communications reflect use of proper grammar; writing exhibits direction, clarity and conciseness.
- Strong research, analytical and problem-solving skills and attention to detail.
- Interpersonal skills demonstrating tact and professional etiquette.
- Experience in creating flowcharts is preferred.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Certified Internal Auditor (CIA) desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Works independently under moderate supervision, exercising considerable judgment and discretion, based on level of experience.
- Must be able to set work priorities within the assigned audit program.
- High level problem-solving skills in area of expertise
- Decisions requiring important administrative, auditing or accounting procedures, analytical questions beyond the Auditor's background, problems with managers, supervisors, etc., and the initial and final acceptance of workpapers and audit reports are to be referred to the Assistant Vice President, Internal Audit, and/or Senior Vice President of Internal Audit, respectively.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Senior Vice President, Internal Audit	Date
Chief Administrative Officer	Date		

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Parking Systems Auditor

Department: Internal Audit Date: March 9, 2026

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking				X		2
Sitting	X					3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging				X		1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/AVP Date

Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Payroll Financial Analyst Date: February 23, 2016

Department: Finance Grade/Level: Exempt; L23

Title of Immediate Supervisor: Supervisor, Payables/Payroll

POSITION SUMMARY: Perform financial analysis of general ledger payroll transactions. Prepare payroll related journal entries and reconciliations. Review and verify bi-weekly payroll. Perform the monthly, quarterly and annual variance analyses and prepare related explanations. Prepare month-end, quarter-end and annual reports, schedules and footnotes as assigned.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Review and verify bi-weekly payroll for 600+ employees using ADP Work Force Now (WFN) Payroll via manual input and electronic timekeeping interface.
- Ensure the accurate computation and pay for non-exempt and exempt employees, including miscellaneous pay, leaves of absence, overtime, retroactive pay, partial pay, overpayments and terminations.
- Review and verify payroll electronic fund transfers and requests for payments for GOAA internal bank accounts and external vendors.
- Review and verify monthly and fiscal year end payroll accruals, including byt not limited to compensated absences adjusting entries; ensure proper recording of payroll expenses for expenditure analysis and financial reporting purposes.
- Perform financial analysis and reconciliation of general ledger accounts related to payroll.
- Reconcile and maintain accurate employee accrued leaves balances.
- Reconcile and maintain accurate Health Care Cost for W-2 reporting purposes.
- Perform research and resolution of payroll issues/discrepancies; collects and analyzes information, interprets and reports on the findings; prepare corrections if necessary.
- Maintain payroll operations by following policies and procedures, reporting and recommending needed changes. Identify and document all issues/errors and resolutions for future reference and process improvements. Document and update processes and procedures as required.
- Ensure compliance with local, state and federal laws and regulations, and Authority policies relative to payroll and employee compensation taxable withholding. Keep informed and up to date on changes in tax and deduction laws that apply to the payroll.
- Review, verify and ensure accuracy and timely filing of the 941 quarterly payroll tax and W-2.
- Maintain outstanding checks to adhere to escheat property laws, prepare outstanding check correspondence and assist the escheat filing each year.
- Prepare month-end, quarter-end and year-end schedules, reports and footnotes as assigned.

- Assist the Supervisor with implementing Payroll and electronic timekeeping system migrations and upgrades.
- Serve as team lead on special projects as assigned.
- Serve as back up to the Senior Payroll Specialist as needed.
- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Accounting and four (4) years general ledger and payroll related experience, or an equivalent combination of education, training and experience. Extensive experience with Oracle General Ledger or other financial applications software preferred. Experience with ADP WFN Payroll and custom reports highly desirable.

Must have experience processing payroll for 500+ employees.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Strong knowledge of payroll compliance, principals and taxes
- Strong knowledge of payroll compliance, principals and taxes
- Experience with electronic timekeeping software system
- Advanced skills in Microsoft Word and Excel
- Strong knowledge of local, state and federal payroll/tax regulations, including Fair Labor Standards Act (FLSA) rules.
- Familiar with BNA reference library
- Knowledge of garnishment, child support and levy processes
- Must possess strong interpersonal skills
- Must possess strong organizational skills
- Must be able to manage multiple tasks and projects
- Must be able to work independently as well as in a team environment
- Ability to understand and carry out complex oral and written instructions
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors, and the general public

LICENSES/CERTIFICATIONS REQUIRED:

- CPA desirable
- Certified Payroll Professional certification desirable
- Valid Florida driver's license required

SUPERVISORY RESPONSIBILITIES: (Indicate number supervised)

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: (Include examples of situations where this position might exercise independent judgment and make decisions.)

- Must be able to prioritize and adjust work schedule to meet deadlines
- Must be able to handle a wide variety of tasks and responsibilities simultaneously and continuous projects efficiently including prioritizing of daily and monthly work
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Must be able to determine when additional follow up or analysis is needed
- Must be able to manage multiple tasks and projects and adjust work schedule to meet deadlines
- Must be able to effectively interface with professionals outside the Authority
- Works independently under limited supervision and general direction, exercising high level of independent judgment

APPROVAL SIGNATURES:

_____ _____

AP/PR Supervisor/Finance Manager Date

_____ _____

Assistant Director of Finance Date

_____ _____

Finance Director/Chief Financial Officer Date

_____ _____

Director, Human Resources Date

Position Questionnaire - Supplement
Physical Requirements and Working Conditions

Position Title Payroll Financial Analyst
Department Finance
Date February 23, 2016
Section: 111

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting	X					3
Lifting A. __ 0 - 20 lbs.				X		2
B. __ 21- 50 lbs.					X	2
C. __ 50+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head				X		2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						N/A

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Personal Computer and calculator		X				3

Supervisor Comments:

Immediate Supervisor Date

Finance Director/CFO Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Plumber I

Department: Facilities

Date: November 8, 2023

Title of Immediate Supervisor: Supervisor, Plumbing

Pay Level: B5

POSITION SUMMARY: Assist in the installation, repairs, and maintenance of the Greater Orlando Aviation Authority's (GOAA) plumbing systems, including water lines, pumps, and underground water and sewer lines.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist in the inspections, repair, and maintenance of GOAA plumbing systems, including water, sanitary, pumps for lift stations and industrial waste lines to confirm compliance with all applicable codes.
- Assist Plumber II and Plumber III with the inspection and repairs of vents, storm drainage, and special piping systems in or adjacent to GOAA buildings, along with their associated fixtures and appurtenances, including building drains, and water service pipes.
- Perform regular cleaning and prescribed operator maintenance tasks on equipment.
- Responsible for staying current on all GOAA emergency response procedures and maintain proper response as required.
- Complete maintenance work orders as assigned, record all time, materials, and equipment information correctly and promptly to maintain accurate maintenance and repair records.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and one of the following (all certification hours must be from an accredited school):

1. Completion of a plumbing or related training program; no experience required;
2. Combination of some formal plumbing training program and six (6) months Plumbing work experience in commercial buildings, large residential buildings (apartment or condominium complex) or similar;
3. One year Plumbing work experience in commercial buildings, large residential buildings (apartment or condominium complex) or similar;
4. An equivalent combination of Plumbing training courses and Plumbing work experience may be considered

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic knowledge of plumbing systems, PVC, copper, cast iron, galvanized and black iron pipe installations
- Basic knowledge of plumbing codes
- Basic knowledge of applicable OSHA regulations and the rules, regulations, and guidelines regarding the safe utilization and operation of hand and power tools
- Basic knowledge of essential safety equipment and protective devices
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Familiarity with a mobile computerized maintenance management system desired
- Demonstrated skill to organize and prioritize work
- Good oral and written communication skills
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Assist in determining proper tools and equipment to be used for the assigned task and how they are to be used on a job
- Demonstrate sound judgment in recognizing conditions which contribute to material or equipment damage, or which could result in physical harm or injury to self or others
- Assist in determining when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Vice President	Date
Department Vice President	Date	Vice President, Human Resources	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Plumber I

Department: Facilities

Date: November 8, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking	X					3
Sitting					X	1
Lifting: 0 – 20 lbs		X				3
20 – 50 lbs		X				2
51+ lbs			X			2
Bending/Stooping	X					3
Pushing, Pulling and/or Digging		X				3
Reaching over head		X				3
Kneeling, Crawling		X				3
Climbing (ladders, stairs, hills)		X				3
Typing/CRT (attention to detail)				X		2
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing				X		2
Writing				X		2
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes		X				2
Chemicals			X			2
Insects				X		2
Heights, Confined Areas			X			3
Excessive Noise			X			2
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Waste Line Auger		X				3
Pipe Threading Machine				X		2
Hand/Power tools		X				3
Bucket Truck					X	2
Mobile computerized maintenance management system				X		2

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Plumber II

Department: Maintenance

Date: August 14, 2019

Title of Immediate Supervisor: Supervisor, Plumbing

Pay Level: B8

POSITION SUMMARY: Install, repair, and maintain plumbing systems, including water lines, pumps, and underground water and sewer lines.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Inspect, repair, and maintain all plumbing systems, including water, sanitary and industrial waste lines to confirm compliance with all applicable codes.
- Inspect and repair vents, storm drainage, and special piping systems in or adjacent to GOAA buildings, along with their associated fixtures and appurtenances, including building drains, and water service pipes.
- Install, repair and maintain pumps for lift stations.
- Perform regular cleaning and prescribed operator maintenance tasks on equipment.
- Responsible for staying current on all GOAA emergency response procedures and maintain proper response as required.
- Complete maintenance work orders as assigned, record all time, materials, and equipment information correctly and promptly to maintain accurate maintenance and repair records.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and three (3) years plumbing experience in either plumbing repair or construction field, or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Sound working knowledge of plumbing systems, PVC, copper, cast iron, galvanized and black iron pipe installations
- Basic knowledge of plumbing codes
- Knowledge of applicable OSHA regulations and the rules, regulations, and guidelines regarding the safe utilization and operation of hand and power tools
- Basic knowledge of essential safety equipment and protective devices
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Familiarity with a mobile computerized maintenance management system desired
- Demonstrated skill to organize and prioritize work
- Good oral and written communication skills
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Determine when shut down of facility or system is required and coordinate with Supervisor and affected agencies
- Determine proper tools and equipment to be used for the assigned task and how they are to be used on a job
- Determine when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next
- Exercise of sound independent judgment in recognizing conditions which contribute to material or equipment damage, or which could result in physical harm or injury to self or others

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Assistant Director	Date	Department Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Plumber II

Department: Maintenance

Date: August 14, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking	X					3
Sitting					X	1
Lifting: 0 – 20 lbs		X				3
20 – 50 lbs		X				2
51+ lbs			X			2
Bending/Stooping	X					3
Pushing, Pulling and/or Digging		X				3
Reaching over head		X				3
Kneeling, Crawling		X				3
Climbing (ladders, stairs, hills)		X				3
Typing/CRT (attention to detail)				X		2
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing				X		2
Writing				X		2
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes		X				2
Chemicals			X			2
Insects				X		2
Heights, Confined Areas			X			3
Excessive Noise			X			2
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Waste Line Auger		X				3
Pipe Threading Machine				X		2
Hand/Power tools		X				3
Bucket Truck					X	2
Mobile computerized maintenance management system				X		2

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Plumber III

Department: Maintenance

Date: August 14, 2019

Title of Immediate Supervisor: Supervisor, Plumbing

Pay Level: B9

POSITION SUMMARY: Install, repair, and maintain plumbing systems, including water lines, pumps, and underground water and sewer lines.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Inspect, repair, and maintain all plumbing systems, including water, sanitary and industrial waste lines to confirm compliance with all applicable codes.
- Inspect and repair vents, storm drainage, and special piping systems in or adjacent to GOAA buildings, along with their associated fixtures and appurtenances, including building drains, and water service pipes.
- Install, repair and maintain pumps for lift stations.
- Perform regular cleaning and prescribed operator maintenance tasks on equipment.
- Responsible for staying current on all GOAA emergency response procedures and maintain proper response as required.
- Complete maintenance work orders as assigned, record all time, materials, and equipment information correctly and promptly to maintain accurate maintenance and repair records.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five (5) years plumbing experience, or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Sound working knowledge of plumbing systems, PVC, copper, cast iron, galvanized and black iron pipe installations
- Thorough working knowledge of plumbing codes
- Knowledge of applicable OSHA regulations and the rules, regulations, and guidelines regarding the safe utilization and operation of hand and power tools
- Basic knowledge of essential safety equipment and protective devices
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Familiarity with a mobile computerized maintenance management system desired
- Demonstrated skill to organize and prioritize work
- Good oral and written communication skills
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Journeyman Plumber certificate of competency recognized by the State of Florida

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Determine when shut down of facility or system is required and coordinates with Supervisor and affected agencies.
- Exercise of sound independent judgment in recognizing conditions which contribute to material or equipment damage, or which could result in physical harm or injury to self or others.
- Determine proper tools and equipment to be used for the assigned task and how they are to be used on a job.
- Determine when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Assistant Director	Date	Department Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Plumber III

Department: Maintenance

Date: August 14, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking	X					3
Sitting					X	1
Lifting: 0 – 20 lbs		X				3
20 – 50 lbs		X				2
51+ lbs			X			2
Bending/Stooping	X					3
Pushing, Pulling and/or Digging		X				3
Reaching over head		X				3
Kneeling, Crawling		X				3
Climbing (ladders, stairs, hills)		X				3
Typing/CRT (attention to detail)				X		2
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing				X		2
Writing				X		2
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes		X				2
Chemicals			X			2
Insects				X		2
Heights, Confined Areas			X			3
Excessive Noise			X			2
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Waste Line Auger		X				3
Pipe Threading Machine				X		2
Hand/Power tools		X				3
Bucket Truck					X	2
Mobile computerized maintenance management system				X		2
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Projects Controls Specialist

Department: Engineering & Construction | Date: May 23, 2022

Title of Immediate Supervisor: Manager, Project Controls | Pay Level: L20

POSITION SUMMARY: Perform specialized construction administrative functions, assist Project Managers in the lifecycle of engineering and construction projects. Process various engineering/construction documents such as start-up packages, requests for proposals, invitations to bid, bids, change orders, and closeout documents. Review and process pay applications, invoices, direct pays and service receipts, confirming compliance with contract documents, GOAA policies, Florida State Statutes Prompt Payment Act, and federal and state grant requirements. Participate in a variety of public and project-related meetings, maintaining records and minutes for various GOAA Sunshine committee. Manage the construction and engineering Box.com site. Work closely with consultants, contractors, external agencies and Greater Orlando Aviation Authority (GOAA) staff.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist Project Managers in the lifecycle of construction and engineering projects from startup to closeout. Initiate startup packages and submit for approvals, drafting and submission of consulting contract awards, construction contract awards, and change orders for approval by the Construction Committee. Assist in the preparation of construction progress reports for monthly board meetings, monitoring long lead Owner-Furnished Material (OFM) items needed for compliance with the project schedule. Organize, maintain, and track project documents and correspondence.
- Schedule, prepare agendas, and attend project related meetings including pre-bids, bid openings, pre-construction, weekly progress, and closeout meetings. Prepare and distribute meeting minutes. Track and file all Notice to Owner (NTO) notifications for each project. Request permit checks and track all project permits.
- Assist in tracking of project Requests for Information (RFIs) and responses, tracking Requests for Change Orders (RCOs) from contractors. Initiate Field Change Orders (FCOs) and submit to SharePoint for approval. Log and track all FCOs.
- Collaborate with the project manager to provide all the safety equipment needs. Track, file, and assist in facilitating resolutions for any Notice of Non-Payments (NNPs) for each project. Assist in the production and tracking of the closeout punchlist completion.
- Review invoices and prepare project-specific pay applications, direct pays, and service receipts for assigned departments. Verify payment is as specified in the contract and confirm compliance with GOAA's financial system requirements and policies, Florida State Statute, and regulatory or grant requirements. Confirm amount paid and all required items, signatures, documentation and compliance; follow up as necessary. Make payment decisions when applications/invoices do not fit into established procedures, may establish new procedures for new regulations. Maintain documentation as required.
- Create requisitions within the Oracle Financial system for non-project related contracts and department services. Verify payment is as specified in the contract, and confirm compliance with the GOAA's financial systems requirements and policies. Prepare year-end accruals for assigned accounts.
- Coordinate the Project Close-Out process. Review close-out manuals, checking for compliance to contract specifications and GOAA policy. Identify and follow up on incomplete items. Prepare close-out letters for presentation to the Construction Committee to approve contractors' final payments. Prepare Certificate of Substantial Completion and other required documents. Analyze accounts to determine if available balances are to remain in the program, and note "triggers" to begin close out process at the appropriate time. Analyze account following closeout to determine when contingency funds can be unencumbered.

- Administer the Box.com website for sunshine agendas, professional invoicing submissions, project documents, and other communications. Authorize users, trouble-shoot the website for users from other departments, consulting firms, contractors, etc. Provide training and help guides for using the website.
- Administer SharePoint folders for related Sunshine meetings and project administration/project management folders. Create subfolders, shared folder queries as needed, and authorize users.
- For assigned Sunshine meetings, which may include the Construction Committee, Professional Services Committee (PSC), and Design Review Committee (DRC), prepare agenda, post, record and publish minutes. Following meetings, confirm that action items have been assigned and completed prior to the next meeting. Prepare related correspondence. Maintain current knowledge of Legislative Acts, Policies and Procedures, as related to the sunshine committees
- Perform supporting tasks for the PSC including, but not limited to, preparing agendas and minutes for pre-submittal and pre-proposal conferences; managing the related RFP/RFQ e-mail box for Q/As and verifying responses are posted timely; processing and distributing Letters of Interest (LOIs) and Statements of Qualification (SOQ) monitoring compliance with Florida State Statutes regarding public records exemption on financial records; performing reference checks for LOIs/SOQs, preparing related report, and verbally presenting findings to the PSC at the meetings; drafting and distributing all related letters to proposers; following up with firms on outstanding documentation and confirming appropriate review/approval of said documentation; and, posting all related updates to GOAA's website.
- Submit legal classified advertisements, (invitations to bid, etc.) to the appropriate media and GOAA website in a timely manner. Prepare required notification letters and coordinate with Senior Project Managers so that deadlines are met. May draft advertisements for an expiring contract. Complete final review of advertisement prior to submitting, and confirm published document is accurate. Determine appropriate dates to advertise based on Board schedule.
- Manage office equipment lease agreements, including maintenance agreements, for leased equipment
- Monitor the Debarred Vendors List for regulatory compliance regarding debarment, suspension, ineligibility, etc.
- Participate as assigned in department BCP and other assigned projects and GOAA initiatives, etc.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Business Administration, Accounting or closely related field and three (3) years experience related to project administration and fundamentals of cost accounting, or an equivalent combination of related education, training, and experience. Experience with a construction firm, consulting firm, construction firm, law firm or in an airport or other public sector environment preferred. Experience with Sunshine meetings is preferred. Construction Management at Risk (CM@R)/GMP experience is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient computer skills required, to include advanced knowledge of Microsoft Office Products and Visio, and advanced experience with web-based database software, Adobe Acrobat Pro and records management systems such as SharePoint required.
- Knowledge of Oracle financial system, and demonstrated knowledge of job costing and cost accounting.
- Excellent interpersonal skills
- Excellent organizational skills to manage multiple and diverse activities and projects.
- Demonstrate a high degree of accuracy and attention to detail
- Able to interpret detailed information and provide analysis to senior management.
- Excellent oral and written communication skills, as well as interpersonal skills.
- Able to develop and implement policies and procedures.
- Demonstrated knowledge of construction specifications, contract terms, related construction, design, legal and scientific terminology, and basic accounting principles.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- CSI-Certified Construction Administrator (CCCA) certification preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under minimal supervision, exercising considerable judgment and discretion
- Use judgment in making pay decisions where applications/invoices do not fit into established procedures, and in releasing contingency funds
- May identify/establish new procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Project Control Specialist

Department: Engineering & Construction Date: May 23, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Project and Construction Coordinator (Landside)

Department: Airport Operations – Landside | Date: December 12, 2022

Title of Immediate Supervisor: Assistant Director, Airport Operations – Landside | Pay Level: L23

POSITION SUMMARY: Provide project management support and program coordination from an Airport Operations' perspective. Seek solutions to issues that arise in the planning, design, and construction phases that involve Airport Operations. Coordinate with Project Managers on conceptual designs, scope, planning, technical reviews, budgeting, scheduling and monitoring of all development phases of projects or programs. Review documents, specifications, outage notifications, and change orders, and provide notifications and communicate construction activity with all GOAA departments and airport tenants, as required. Perform at the direction of Airport Operations in a professional and proficient manner.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide project management support and program coordination for terminal and roadway projects that require direct input from Airport Operations.
- Division liaison with Construction, Planning, Engineering, Maintenance, Consultants, Contractors, Construction Committee and DRC. Provide input to these departments and committees to confirm that Airport Operations concerns are being addressed.
- Seek solutions to issues that arise in the planning, design, and construction phases that involve Airport Operations.
- Coordinate projects from conceptual drawings to completion. Inspect, review, and assist in the project development. Assist in developing construction barriers (e.g. demising walls) that minimize operational constraints.
- Review documents, specifications, outage notifications, and change orders; provide notifications and communicate construction activity with all GOAA departments and airport tenants, as required.
- Monitor to verify the project is completed as required for areas that directly impact Airport Operations.
- Review and provide operational analysis for terminal Utility Outage Notifications.
- Maintain effective communications between Operations, the Aviation Authority, consultants, contractors, contractors' suppliers, and legal representatives working on assigned projects.
- Assist in coordinating Landside Operations as needed with the guidance from the Assistant Director.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Aviation, Business Management, Construction, or related field and four (4) years' experience in airport operations, project coordination, or construction management, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong familiarity with Federal Aviation Administration Regulations and Transportation Security Administration Regulations
- Knowledge of construction terminology and practices
- Knowledge of OSHA safety guidelines
- Ability to interpret construction documents, plans and schematic diagrams
- Proficiency in computer applications to include Microsoft Office Suite and Adobe Acrobat

- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Effective oral and written communication skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Provide exemplary customer service (skills, training, support)
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- OSHA 30 hour certification preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May provide some guidance to staff as it relates to Landside project activities

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion
- Provide solutions for problems encountered on various projects
- Evaluate project performance and compliance with program objectives

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief of Operations	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Technicians
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Project and Construction Coordinator – Landside

Department: Airport Operations - Landside Date: December 12, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs.				X		3
20 – 50 lbs.					X	3
51+ lbs.					X	2
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	2
Chemicals					X	1
Insects				X		3
Heights, Confined Areas				X		3
Excessive Noise				X		3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Field Communication Devices			X			3
Construction Safety Equipment (barricades, lights, etc.)					X	3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Procurement Administrator and Supplier Relationship Coordinator

Department: Procurement Services | Date: December 7, 2023

Title of Immediate Supervisor: Vice President, Procurement Services | Pay Level: L18

POSITION SUMMARY: Provide a variety of executive-level administrative support to the Vice President of Procurement Services and assist other staff as needed. Serves as the main contact person for Suppliers; provides information on how to do business with the Greater Orlando Aviation Authority (Aviation Authority). Attend outreach events to promote business opportunities, often in collaboration with other Aviation Authority Departments. Provide documentation for Public Records requests and manage the Procurement Services Records Management Retention.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Serve as the Procurement Services Department's receptionist.
- Provide senior management level administrative support to the Vice President of Procurement Services with tasks that include but are not limited to answer/screen telephone calls, preparing correspondence, scheduling appointments and maintaining the calendar, prioritizing scheduling to assist others with calendar needs, arranging internal and external meetings and prepare meeting rooms as appropriate, open/distribute mail, scan, answer telephones, etc.
- Work closely and effectively with the Vice President of Procurement Services to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Assist with special projects, assignments, and reports as assigned. May include organizing complex data that include but are not limited to: procurement data for workload management, analysis of Supplier Pool, design spreadsheets and presentations, etc.
- Coordinate travel schedules and arrangements; reconcile, prepare, and submit expense reports.
- Maintain various general Procurement Services Department files.
- Take meeting minutes or notes as necessary.
- Work with the Aviation Authority Records Management personnel to prepare and provide responses for Public Records requests.
- Responsible for the use and reconciliation of a procurement card.
- Order and monitor office materials and supplies.
- Assist in resolving delivery problems with Material Management and payment problems with Finance.
- Assist with meetings, pre-bids, and bid openings as assigned, and take meeting minutes as necessary.
- Manages the Supplier database within Enterprise Resource Planning (ERP) system and E-Procurement Platform.
- Engage, assist, and inform interested Suppliers regarding the procurement process, how to do business with the Aviation Authority, and the E-Procurement platform.
- Organize, promote, and participate in Supplier outreach events, often in collaboration with other Aviation Authority Departments.
- Works closely with Department leadership during budgeting as the Budget Coordinator.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Business Administration or related field and two (2) years administrative support experience providing similar function or an equivalent combination of education, training and experience. Experience maintaining a database or with a computerized financial system preferred. Procurement or public agency experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent organizational skills
- Excellent oral and written communication skills
- Experience with Oracle Financial Software is desirable
- Experience with E-Procurement System is preferred
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Strong interpersonal and problem solving skills with the ability to work effectively with diverse groups
- Proficiency in Microsoft Suite, SharePoint, Adobe Acrobat Pro, Box, Teams/Go-To Meetings
- Experience with governmental procurement operations is preferred
- Demonstrated ability to prioritize and manage work schedule in a fast paced, multifaceted work environment

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under general supervision, exercising sound judgement and discretion.
- Make day-to-day decisions based on established guidelines, policies, and procedures.
- Set priorities for own work.
- Interact with staff (all levels) in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Chief Financial Officer	Date
Vice President, Human Resources	Date		

FLSA: Non-Exempt
EEO Category: Administrative Support
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Procurement Administrator and Supplier Relationship Coordinator

Department: Procurement Services

Date: December 7, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

Procurement Operations Analyst

Department: Procurement Services

Date : June 8, 2025

Immediate Supervisor: Assistant Vice President, Procurement Service

Pay Level: L25

POSITION SUMMARY:. Serve as the Recording Secretary for all procurement-related meetings and attend Ad Hoc Committee meetings as needed. Prepare procurement documents for web posting for compliance with Florida Statutes. System Administrator of the E-Procurement Platform and initial point of contact for Users for the ERP System. Responsible for analysis of E-Procurement processes, development of process automation concepts and implementation of approved system enhancements. Respond to support calls from end users, assess priorities, troubleshoot and resolve application problems in a timely manner. Performs complex analytics related to Aviation Authority procurement activities utilizing multiple systems.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Serve as the Recording Secretary for all procurement-related meetings and attend Ad Hoc committee meetings as needed. Attend all Board Meetings virtually to verify PC items have passed.
- Prepare meeting agendas and minutes, and post per Florida Sunshine Law requirements.
- Schedule all committee meetings and verify a quorum will be present, manage the committee's calendar.
- Create meeting scripts and other documentation to assist the Committee Chairperson.
- Review draft memos for inconsistencies and errors and verify a compliance review has taken place prior to the submission deadline.
- Tabulates and Records evaluation scores during Procurement and Ad Hoc Committee meetings.
- Create and maintain ongoing calendar to include submission deadlines, pre-agenda review deadlines, and final deadlines for all items going to committee. Manage PC memo pipeline.
- Manages and issues Notice of Intent to Award or Notice of Award Documentation.
- Assist Purchasing Agents with archiving Committee and Board agendas, memos and minutes in Bid Files/ERP system/E-Procurement Platform, as needed.
- Prepare procurement documents for web posting for compliance with Florida Statutes. Follow the Authority's website posting procedures, verify all documents are ADA compliant, and archive documents per Authority's policies and procedures. Complete Committee Tracking Sheet in SharePoint.
- Point of contact to assist end users with E-Procurement Platform. Respond to support calls from end users, assess priorities, troubleshoot and resolve application problems in a timely manner. Escalate more complex issues as needed.
- Develop and maintain effective relationships with customers and Procurement team members.
- Analyze, develops and manages changes to procurement templates and the E-Procurement Platform.

- Perform Project Management tasks for enhancements to e-Procurement Platform.
- Develop and conduct end user training of E-Procurement Platform.
- Collects and analyzes data regarding, but not limited to, upcoming procurements, contracts, and spending.
- Create and maintain Procurement Services dashboard.
- Prepares or assists with the preparation of data, documentation and PowerPoint presentation for the quarterly review meetings. Actively participates in quarterly procurement review meeting with executive leadership including the Chief Executive Officer.
- Assist in the evaluation and testing of major and minor application upgrades and enhancements, including leading and assisting the end users with required functionality design and testing.
- Liaison with legal as needed on adjustments of templates in the E-Procurement Platform and ERP System, monitor compliance with Florida procurement statues.
- Perform and assist with development work in other context and platforms, such as SmartSheet, VISIO, PowerBI and Oracle
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Associate degree in General Studies, Business Administration, Public Administration or a related field and three (3) years of work experience in municipal and/or county/state governmental agency responsible for administrative, procurement, and/or related experience or an equivalent combination of education, training and experience. Bachelor degree and/or procurement experience in the public sector is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Familiarity with State of Florida contracts and statutes pertaining to public procurement
- Excellent verbal and written communication skills, including good interpersonal and presentation
- Strong leadership, technical troubleshooting, organizational and public speaking skills required
- Proficiency in Microsoft Suite, SharePoint, Adobe Acrobat Pro, Teams/Go-To Meetings
- Experience with governmental procurement operations
- Ability to support and administer E-Procurement platform related technology
- Excellent grammar skills
- Ability to deal professionally and effectively with high profile individuals
- Ability to maintain confidentiality and manage proprietary information and sensitive situations
- Knowledge of Florida Sunshine meeting law preferred
- Knowledge of PowerBI, VISIO and OpenGov preferred

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Governmental procurement related certification preferred.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Work independently under moderate supervision and general direction, exercising considerable independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date	Senior Vice President, Procurement Services Date
Chief Administrative Officer Date	

FLSA: Exempt

EEO Category: Paraprofessional

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Procurement Operations Analyst

Department: Procurement Services Date: June 6, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Production Technician

Department: Public Affairs

Date: January 25, 2024

Title of Immediate Supervisor: Manager, Public Affairs

Pay Level: L18

POSITION SUMMARY: Coordinate audio, video and display systems, setups and technical systems operation for public presentation and media productions handled through the Public Affairs Department. Edit video and audio projects for the Greater Orlando Aviation Authority (Aviation Authority). Provide audio-visual (AV), photographic and video support for special events. Develop power point presentations.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Support audio / visual needs for Aviation Authority Board meetings and Sunshine meetings; operate various types of equipment such as multi-camera recording and audio/video mixing boards.
- Coordinate equipment setup and preparation for a variety of Aviation Authority and community presentations, meetings, etc.
- Provide technical assistance for events by determining necessary equipment; ensuring internal equipment is set up properly and coordinating the preparation for a variety of Aviation Authority and community presentations, meetings, etc.
- Provide input for production and creative set-ups for special events.
- Perform still photography and videotaping services as assigned.
- Advise the Production Administrator of equipment, personnel and supplies needed for planned presentations.
- Coordinate acquisition and transportation of equipment required to accommodate production and meet deadlines for presentations and meetings.
- Handle the production of content, links, other media and displays for public presentations and departmental needs; may assist with post-production processing.
- Maintain scheduling and set-up requests for department.
- Develop and support PowerPoint presentations for external and internal briefings.
- Maintain inventories of audio / visual equipment and supplies required to meet department goals; maintain and monitor equipment needs and condition of AV equipment.
- Organize the Public Affairs photographs and videos. Assist in maintaining the departments extensive media archive
- Assist in maintaining data input for Aviation Authority's intranet system.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in electronics or related field and two (2) years experience in electronics repair, maintenance and systems operation related to sound reinforcement, video and audio production and control and professional entertainment presentation systems; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to problem solve in a demanding environment, establish priorities, and efficiently plan work to meet deadlines
- Understanding of Audio Visual, IT, and construction integration practices, including control system and the workings of analog, electronic and digital media
- Demonstrated ability to troubleshoot different forms of AV systems, electronic equipment and digital media
- Ability to discern the compatibility of different forms of electronic equipment and digital media

- Strong computer skills in Microsoft Office products and strong technical aptitude to learn new IT programs
- Good communication skills to interact with a variety of Aviation Authority employees and represent GOAA at community events
- Knowledge of Crestron systems is helpful

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercise considerable independence under general supervision
- Responsible for extensive technical systems and equipment
- Must use good judgment in providing support equipment and systems that will enhance the presentation of Aviation Authority programs to the public and in evaluating specific technical issues, and researching data
- Must coordinate closely with departmental scheduling to maintain timely response
- Make routine decisions related to prioritizing support requests and department response

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Assistant Vice President, Public Affairs	Date
Senior Vice President, Public Affairs	Date	Vice President, Human Resources	Date

FLSA: Non-Exempt
EEO Category: Technicians
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Production Technician

Department: Public Affairs

Date: January 25, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting			X			2
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs			X			3
51+ lbs				X		3
Bending/Stooping		X				3
Pushing, Pulling and/or Digging			X			3
Reaching over head			X			3
Kneeling, Crawling			X			3
Climbing (ladders, stairs, hills)			X			3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing		X				3
Writing				X		2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	1
Chemicals					X	1
Insects				X		2
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Audio Visual Equipment	X					3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Senior Vice President, Public Affairs Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Project Manager – Structured Cabling

Date: December 5, 2017

Department: Information Technology

Grade/Level: Exempt; L26

Title of Immediate Supervisor: Manager, IT Infrastructure

POSITION SUMMARY: Provide project management and analysis oversight for construction-related activities pertaining to telecommunications, serving as a communications infrastructure advisor. Serve as liaison between user groups, systems managers and the technical staff developing solutions.

RESPONSIBILITIES: *The listed duties are only illustrative and are not limited to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Coordinate and assist in planning, engineering, and utilization of the Authority's voice and data communication systems to achieve maximum efficiency and operational performance within budgetary limits
- Review voice and data structures, cable plan designs, construction and design detail drawings for cabling systems; assist with cable schedules and construction issues
- Serve as liaison with Aviation Authority Departments and Committees to address communications infrastructure concerns and requirements during all phases of the project including planning, design, development and construction
- Design cable infrastructure, cabinet layouts, distribution frames and patching facilities. Perform studies, analyze technical data, inspect, review and assist in the adherence to cabling standards and policy.
- Coordinate with contractors and engineers, on the selection and placement of communications systems for renovation and new construction. Establish and project costs associated with proposed infrastructure.
- Coordinate and manage contractors at job sites, including monitoring their work, facilitating equipment deliveries and identifying and escalating any improper issue. Act as on-site facilitator during construction and build out of any building including cable installation, electrical power and HVAC.
- Track all expenses related to a project and review invoices
- Assist users with connectivity problems
- Analyze voice and data communications requests and determine the most cost effective and compatible means by which maximum efficiency and economics can be achieved
- Keep abreast of trends and technical developments in the field by self-study, participation in job related seminars, courses, or conferences, and liaison with vendors
- Prepare and maintain resource loaded schedules of activities and milestones
- Perform other duties as assigned

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Telecommunications, Electrical or Electronics Engineering with five (5) years of experience in copper and fiber optic cable installation, design and analysis, or an equivalent combination of education, training and experience. Three (3) years of experience in telecommunications, computer room design, and cable distribution methods; including utilization of basic principles of electronics and components. Two (2) years enterprise telephone system experience desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of cabling installations standards ANSI/TIA/EIA 568-A, 569, 606 and 609
- Knowledge in all areas of structured cable installation and design including surveys, estimates, Outside Plant, fiber optic, National Electronic Code, IEEE standards
- Knowledge of Ethernet, MPLS topologies, EIA/TIA standards, BICSI TDM Manual
- Ability to interface with users and staff and possess excellent oral and written communication skills
- Knowledge of electronic principles and components
- Knowledge of enterprise telephone system desired
- Knowledge of PowerPoint, MS Projects, MS Word, Excel, AutoCAD, and Visio desired

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- BICSI Installer certification preferred
- Fiber Optic Installation and Testing certification preferred
- RCDD certification preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Coordinate and manage contractors at job sites and assist users with connectivity problems
- Determine methods of resolving discrepancies in cabling installations and design
- Provide comments on construction project drawings
- Advise project managers and contractors on cabling routes for inside and outside plant applications
- Participate in the design, installation, maintenance and troubleshooting of voice and data networks
- Work independently with little supervision – high level of initiative, judgment

APPROVAL SIGNATURES:

_____ _____
Immediate Supervisor Date

_____ _____
Chief Information Officer Date

_____ _____
Senior Director, Human Resources and Risk Management Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Project Manager – Structured Cabling
Department Information Technology
Date November 1, 2017
Section 521

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting		X				3
Lifting A. __ 0 - 20 lbs.				X		3
B. __ 21- 50 lbs.				X		2
C. __ 50+ lbs.				X		1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head		X				2
Kneeling, Crawling			X			2
Climbing (ladders, stairs, hills)		X				2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes				X		1
Chemicals				X		1
Insects				X		1
Heights, Confined Areas			X			2
Excessive Noise				X		1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicles			X			2
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

Immediate Supervisor Date

Chief Information Officer Date

Human Resources - Compensation Date

Project Manager, Wayfinding and Signage

Department: Planning/Wayfinding
Date: May 14,2025
Immediate Supervisor: Senior Manager, Wayfinding & Signage Program
Pay Level: L29

POSITION SUMMARY: Responsible for managing wayfinding & signage projects from initial conceptual planning through implementation. This role supports the Senior Manager in daily operations and strategic execution while ensuring alignment across departments for timely, accurate, and brand-compliant signage updates. The Project Manager oversees the full signage project lifecycle—including budgeting, scheduling, coordination, and stakeholder communication—and plays a key role in design development, construction integration, and process improvements.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supports the Senior Manager in daily operations and strategic execution while ensuring alignment across departments for timely, accurate, and brand-compliant signage updates.
- Manages assigned wayfinding and signage projects from inception through completion, including planning, concept development, final design, bid and contract award, implementation, and close-out.
- Supports the Senior Manager in the development and control of project scopes, budgets, schedules, and communications to ensure timely and cost-effective delivery.
- Oversee project coordination, scheduling, resource planning, and quality assurance for assigned efforts.
- Ensures smooth execution of signage solutions in alignment with operational needs and branding standards.
- Prepares written communications such as memos, reports, and presentations, and is responsible for presenting at various committee meetings.
- Acts as a liaison between the Wayfinding & Signage Department and internal teams including Architecture, Engineering & Construction, Operational Readiness Team, Facilities, and Operations, among others.
- Assists in the development of the Capital Improvement Plan (CIP), including identification of signage project needs and funding requirements.
- Identifies and implements process improvements to enhance operational efficiency, innovation, and consistency in signage management.
- Supports the Senior Manager in maintaining and updating the Airport Visual Standards and Wayfinding/Signage Guidelines to reflect ongoing operational changes and evolving facility needs.
- Maintains accurate project documentation, vendor contracts, and design archives for compliance and future reference.
- Reviews signage design submittals to ensure compliance with brand standards, ADA and regulatory requirements, and design intent.

- Conducts field inspections to ensure quality fabrication and installation, and resolves issues as needed.
- Works closely with signage vendors, contractors, and fabricators to manage procurement, production timelines, and installation activities.
- Oversee vendor performance to ensure quality deliverables and adherence to contractual obligations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in project management, environmental/graphic design, facilities planning, architecture, or related field and 5+ years of related experience, or an equivalent combination of related education, training and experience. Previous project management experience, preferably in signage, wayfinding, graphics, or facilities planning is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent organizational and time management skills, with the ability to prioritize tasks effectively in a dynamic environment.
- Proven ability to manage project scope, schedule, budget, and stakeholder communications
- Strong organizational and time management skills with the ability to balance multiple priorities
- Excellent communication and interpersonal skills for effective cross-functional collaboration
- Excellent attention to detail.
- Proficiency in Microsoft Office Suite, project management tools (e.g., Smartsheet, MS Project), and familiarity with design software is a plus.
- Understanding of signage systems, materials, ADA compliance, and construction processes preferred.
- Ability to strategize and implement high-level program initiatives within a multi-modal campus.
- Experience in problem solving, decision making, negotiations and conflict resolution skills to effectively reach sound conclusions and recommendations for wayfinding, signage and placemaking concept & design process
- Ability to coordinate wayfinding projects with other departments, outside consultants and contractors, and governmental agencies to meet GOAA's wayfinding standards
- Excellent planning, organizational and interpersonal skills, to work with a diverse, multi-cultural staff
- Strong attention to detail and multitasking skills

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Assist in overseeing the activities of consultants/contracted staff, contractors and/or vendors.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Develop and implement detailed project plans from concept through completion. Define scope, objectives, deliverables, and timelines while proactively identifying risks and mitigation strategies to ensure successful execution of wayfinding and signage initiatives.
- Develop and manage project budgets in alignment with strategic goals and available funding sources. Monitor expenditures, prepare cost estimates, and identify opportunities for cost-saving measures while maintaining quality and compliance.
- Collaborate across departments such as Facilities, Airport Operations, IT, ADA Compliance, and Marketing to ensure signage projects are integrated with broader operational and strategic priorities. Coordinate efforts to avoid conflicts and maximize effectiveness.
- Oversee multiple wayfinding and signage projects simultaneously, often involving significant functional areas or mission-critical infrastructure. Oversee consultant teams and contractors, ensuring alignment with project goals, schedules, and compliance requirements.
- Handle a diverse portfolio of projects ranging from small-scale installations to complex, multi-phase capital initiatives. Tailor budget and scope management approaches to fit the size, risk, and complexity of each effort.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Development Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professional

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Project Manager, Wayfinding and Signage

Department: Senior Manager, Wayfinding & Signage Program

Date: May 14, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking		X				3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	3
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)			X			2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Project Manager (Construction)

Department: Construction | Date: March 19, 2024

Title of Immediate Supervisor: Assistant Vice President, Construction | Pay Level: L29

POSITION SUMMARY: Provide Project Management for construction projects, from design through completion of construction. Accountable for construction project activity, tailored to each contract's general conditions, technical specifications, and drawings. Relies on extensive experience and judgment to manage, plan, and accomplish the Greater Orlando Aviation Authority's (Aviation Authority) goals.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage aviation construction projects to support the Capital Improvement Plan and Strategic Plan, including but not limited to: technical reviews, budgeting, estimating, scheduling, cost control, preparation of front end. documents, construction management, and contract administration.
- Manage, review, and accept or reject official documents, specifications, drawings, change orders and claim actions as directed. Provide management with suggested solutions or corrections for problems.
- Accountable for limited design oversight and all construction project activity, ensuring adherence to each contract's general conditions, technical specifications, and drawings. Perform design analysis and make recommendations in behalf of the Aviation Authority. Verify drawings and electronic files from architect, engineer, or contractor through design development and construction as built documents.
- Analyze and assess project risk issues. Provide leadership with specific feedback, clarifying details of personnel conflicts, schedule impacts, claim risks, change order requests, etc., along with a suggested solution or corrective procedures to prevent issues from occurring in the future. Feedback will be prompt and frequent as necessary.
- Negotiate fees/proposals/change orders for construction contracts and professional services, including scope and schedule of work for approval and execution. Prepare project budgets for presentation and approval.
- Arrange and coordinate project meetings among Aviation Authority staff, consultants, and contractors as required to execute the project through the design and construction phases. Coordinate construction activities related to the construction management functions with the consultants, the contractor, the OAR, and the Authority.
- Provide specialized tours, give briefings and presentations on behalf of the Aviation Authority.
- Review progress, approve invoices, schedule, perform studies, and analyze technical data. Make regular site visits – inspecting the work, and ensuring compliance with products specified, contract documents, and drawings, GOAA policies and procedures, design standards, all federal, state and local codes rules, regulations, laws and legislative acts.
- Supervise technical reviews, job coordination meetings, budgeting, change orders, scheduling, and preparation of project correspondence. Monitor all phases of program and project development through close-out and final audits.
- Verify management actions are identified within specific contractual time windows to avoid claims and delays. Set and manage specific deadlines on action items, job memorandum, shop drawings, submittals, and similar contract issues that have a significant impact on ultimate contract cost and schedule.
- Provide post construction analysis of performance by the contractor, architect, engineer, and the Owner's Authorized Representative.
- Perform analysis, claim reviews, and claim defense for the Aviation Authority.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in architecture, construction management, engineering, or related field and four (4) years related experience, or an equivalent combination of related education, training, and experience. Previous airport construction experience or experience in an architectural or engineering firm, commercial construction company or governmental agency with responsibility for compliance and enforcement activities is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated planning, time-management, and organizational skills
- Estimating, project and program scheduling, design, architectural, engineering and construction expertise
- Commercial construction including complex renovation projects desired
- Good communication and negotiation skills
- Excellent attention to detail
- Proficient in use of computers.
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Engineer and/or Contractor's license is desirable
- Certification in a specialty subject area(s), which may benefit the Aviation Authority, is desirable.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Oversight of contracted staff. The actual number supervised will vary according to individual project requirements, schedule, and stage

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works very independently with little supervision or direction
- Supervises and directs construction projects and project functions including the work of consultants and contractors and responsibility for quality and quantity of work, costs, methods, etc.
- Provides counsel for solution of unusual problems
- Evaluates performance of contractors and their compliance with policies and regulations
- Negotiates consultant fees and change orders

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Construction	Date
Vice President, Human Resources	Date		

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Project Manager (Construction)

Department: Construction

Date: March 19, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting			X			2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)				X		2
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes				X		2
Chemicals				X		2
Insects				X		2
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Construction Date

Human Resources - Compensation Date

Project Manager, Baggage Handling System (BHS)

Department: Engineering & Construction Date: October 27, 2025

Immediate Supervisor: Vice President, Construction Pay Level: L30

POSITION SUMMARY : The Project Manager, Baggage Handling System (BHS) is responsible for coordinating and overseeing the planning, execution, and completion of BHS projects at Orlando International Airport (MCO). This role ensures projects are completed within scope, schedule and budget; meet operational requirements, safety standards, and stakeholder expectations while supporting the airport's baggage system reliability and efficiency.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist in developing project plans, project definition documents (PDD), schedules, and budgets; monitor progress to ensure alignment with established goals.
- Maintain effective communication with internal teams, contractors, and vendors to ensure timely updates and issue resolution.
- Monitor project risks and escalate concerns, supporting mitigation strategies as directed.
- Review designs for compliance with requirements and collaborate with technical teams for adjustments.
- Support procurement activities and help manage vendor relationships and contract compliance.
- Coordinate installation activities, ensuring adherence to specifications and safety standards.
- Assist in testing and commissioning processes to confirm system readiness.
- Work with GOAA's ORAT team to ensure operational readiness during project phases, and at project completion.
- Work with the airline technical representative to ensure that the projects align with airline operational needs and minimize disruptions during implementation
- Provide day-to-day guidance to project staff, consultants and contractors; foster collaboration and accountability.
- Track expenses and report variances; support cost-control measures.
- Ensure quality standards and safety protocols are followed throughout the project lifecycle.

MINIMUM QUALIFICATIONS:

- Bachelor's degree engineering, construction management or related field
- Five (5) years of design and/or operations of BHS
- Direct aviation BHS experience at a large hub airport preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Technical Knowledge: Understanding of baggage handling systems, including components such as conveyors, sorters, scanners, and control systems.
- Project Management: Familiarity with project management principles and tools.

- Communication: Strong verbal and written communication skills for stakeholder interaction.
- Leadership: Ability to supervise teams and coordinate activities effectively.
- Problem-Solving: Analytical skills to address operational challenges.
- Financial Awareness: Basic experience with budgeting and cost tracking.
- Industry Background: Experience in aviation or related systems preferred.
- Regulatory Knowledge: Familiarity with TSA Planning Guidelines and Design Standards and applicable CBP regulations.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision and general direction, exercising a high level of independent judgment, initiative and discretion
- Manager multiple projects with a wide variety of tasks, determining priorities. Responsible for quality and quantity of work, costs and methods
- Interpret and apply contracts, engineering design, policies, airport operational requirements

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/VP Date

Chief Development Officer Date

Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Professional

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Project Manager, Baggage Handling System (BHS)

Department: Engineering & Construction Date: October 27, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping				X		3
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather			X			2
Noxious Fumes				X		1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas			X			2
Excessive Noise				X		2
Other						

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Property Specialist

Department: Purchasing

Date: October 10, 2018

Title of Immediate Supervisor: Supervisor, Material Control

Pay Level: L14

POSITION SUMMARY: Plan and perform annual fixed asset physical inventory of property and tag and track new fixed asset items when they are received. Process for auction, reuse or disposal any surplus material, equipment and items GOAA-wide.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Working with GOAA department designees, plan and perform an annual fixed asset physical inventory of all Authority property for Orlando International Airport, Orlando Executive Airport, the Authority owned hotel facility and as required to support contracts between the Authority and its Contractors. Reconcile discrepancies and update files in the Authority's Financial System.
- Apply Radio Frequency Identification (RFID) tags to new fixed asset items when they are received utilizing the RFID system. Establish and maintain fixed asset information in the Authority's Financial System and stand-alone RFID database. Maintain current knowledge of the technical requirements of the RFID software and processes, and work with Information Technology department to resolve problems.
- Receive, evaluate and redistribute or dispose of all surplus property, including items from Lost and Found, construction material, furniture, etc. Designate non-usable items as either auctionable or disposable, and process accordingly.
- Handle, prepare and track items going to auction. Review the revenue and expenses from the auctioneer and verify compliance with the contract agreement. Maintain auction running sales totals for fiscal reporting. Prepare reports for management approval.
- Notify users of available surplus material and schedule meetings for them to view. Stage items in warehouse, verifying standard operating procedures are followed. Arrange for delivery of surplus items to user departments and transfer fixed asset to appropriate department.
- Develop and maintain Excel spreadsheets to document the issue and receipt of materials and items. Audit surplus and Lost and Found paperwork for contract compliance. Maintain running sales totals for fiscal reporting. Prepare reports for management approval.
- Prepare "disposal of surplus property" memo for Aviation Authority Board approval. Maintain proper documentation of all material requiring approval before disposal.
- Design and maintain drawings in Visio software for all fixed assets located Authority-wide. Assist in the management of warehouse space utilization for the Material Control and remote warehouses.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate and three (3) years experience in fixed assets and/or inventory control, or an equivalent combination of education, training and experience. Experience using computerized inventory system, Visio software and RFID system software is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Intermediate computer skills including, Microsoft Office; knowledge of Visio desired
- Knowledge of inventory concepts and practices

- Must possess good planning and organizational skills
- Detail oriented
- Good oral and written communication skills, and comfortable working with all levels of management
- Basic math skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Make routine decisions within established guidelines
- Work under general supervision, receive general direction and limited independence

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Assistant Director	Date	Chief Financial Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Administrative Support
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Property Specialist

Department: Purchasing

Date: October 10, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting			X			3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs				X		3
51+ lbs					X	2
Bending/Stooping			X			3
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		3
Kneeling, Crawling			X			3
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Public Affairs Strategist

Department: Public Affairs | Date: October 18, 2023

Title of Immediate Supervisor: Senior Vice President, Public Affairs | Pay Level: L25

POSITION SUMMARY: Develop, create, and write message points for special events and presentations for executive staff. Work closely with all Greater Orlando Aviation Authority's (GOAA) departments to coordinate accurate and consistent messaging. Stay current with changing communication strategies, methods and technologies. Assist in capturing key events, including GOAA Board meetings, through video and support the audio/visual team with meeting set-ups.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist in managing media outputs throughout the 24-hour news cycle. Manage content design, creating and publishing relevant, original, high quality content. Adjust content/strategy based on Public Affairs initiatives as well as key metrics analysis and feedback.
- Work closely with all GOAA departments to coordinate accurate and consistent messaging. Create message points for special events and presentations for executive staff.
- Evaluate the impact and effectiveness of communication plans and advises management if efforts should be discontinued, emphasis changed or coverage area expanded, or otherwise modified.
- Assist with capturing key events, including GOAA Board meetings, through video and supports the audio/visual team with meeting set-ups. Shoot photos and videos for Video News Releases.
- Help with the coordination of film, photography, and commercial audio/visual location requests.
- Stay current with changing communication strategies, methods and technologies.
- Support the agency's AV needs, including meetings and press conference setup to photography/video.
- Monitor emerging tools and trends, evaluate how they can be incorporated into GOAA's Public Relations plan.
- Assist with facility tours for VIP guests, many of whom are international; manage and assist with organizing special events; and benchmark occasions for the Aviation Authority.
- Recommend appropriate media response in reacting to emergency situations
- Assist in the administration of the Public Affairs library of historical and current airport photographs and slides.
- Responsible for the records management activities for the department. Assist with the requests of GOAA records.
- Provide input, oversight, proofing for copy and news features
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Journalism or related field, and four (4) years experience in communications, marketing or public relations, preferably in an airport environment, or an equivalent combination of education, training and experience. Some on-air news reporter experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of communication principles, methods and techniques, and skill in applying them to oral and written communications, in order to develop strategies; and disseminate information concerning organization programs, activities and functions.
- Creative skills to design, develop, create and edit content, including writing, photography, videography, graphic designs, etc.
- Excellent interpersonal skills required to interact with Authority staff and partners

- Advanced computer skills including Microsoft programs, and other media platforms
- Excellent oral and written communications skills. Must be fluent in English - Bilingual/Spanish a plus.
- Detail oriented, excellent research and organizational skills
- Strong analytical skills; ability to interpret trends and performance measurements
- Demonstrated ability to effectively plan, schedule and meet deadlines
- Willing and able to work a flexible schedule including early mornings, late evenings, holidays, and weekends as required to accommodate events for employees with various shifts

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under limited supervision, exercising a considerable judgment and discretion
- Remain up-to-date on constant changes in specialty field and develop appropriate recommendations
- Make recommendations based on analysis/interpretation
- High level problem-solving skills

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/SVP Date	Chief – External Affairs Date
Vice President, Human Resources Date	

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Public Affairs Strategist

Department: Public Affairs Date: October 18, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/SVP Date

Chief-External Affairs Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Purchasing Contracts Administrator

Department: Purchasing | Date: December 17, 2018

Title of Immediate Supervisor: Supervisor, Purchasing Contracts | Pay Level: L23

POSITION SUMMARY: Monitor contract files, expiration dates, bond, insurance and other compliance documents to confirm the Authority's contractual rights are protected. Prepare statistical reports, perform research and provide tracking documents. Enter and maintain contract/agreement requirements in the Contract Management System; establish suspense dates for contract expiration, insurance, bonds and other pertinent information; create contract purchase agreements (CPA) and blanket purchase agreements in the Oracle financial system for fund tracking purpose.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Enter and maintain contract requirements and documentation and establish suspense dates for contract expiration, insurance certificates, performance and payment guarantees/bonds and other documents in the Contract Management System.
- Create contract purchase agreements (CPA) and blanket purchase agreements in the Oracle financial system for fund tracking purpose.
- Assist with notifying Senior Purchasing Agents and customers far enough in advance of contract expiration dates to maintain timely routine renewals or re-bid of needed services.
- Monitor and verify the accuracy of contract data in the Contract Management System. Perform financial audits on contracts when required to verify the accuracy of data and funds available between various databases. Provide historical data to customers, Senior Purchasing Agents and others as required for past and current contracts.
- Assist with preparation of analysis regarding procurement statistics, MWBE/LDB participation and direct awards, and other purchasing activity. Assist in the preparation of the annual Purchasing Activity Report.
- Set up contracts/agreements in the Contract Management System, maintain and update with revisions as needed.
- Assist with developing and testing a contract compliance system.
- Enter and update information in the contract compliance system.
- Review and monitor the accuracy of insurance data in the 3rd party insurance database. Upload/close out contracts and insurance data as needed. Prepare related reports.
- Set up contract headers and blanket purchase agreements for new contracts, maintain and update with revisions or changes as needed. Review departmental records regarding inspections, license requirements and other documents to verify compliance with contract terms and conditions.
- Attend and conduct meetings with vendors and customers as needed.
- Assist with updating the Purchasing Department SharePoint webpage and the Purchasing Department information on the Aviation Authority internet website.
- Maintain active contract files, and verify expired contracts are closed and available for review as needed; purge physical files and process for storage.
- Assist with maintaining contract compliance reporting.
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Serve as back-up for posting Bid/Quote notifications and addendum information from WebProcure
- Maintain a high level of customer service for both internal and external customers
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field and two (2) years of progressively responsible work experience in procurement and contract administration, or an equivalent combination of education, training and experience. Experience must include contract administration. Procurement experience in the public sector is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of the solicitation and award process for major purchases of commodities, equipment, and services.
- Working knowledge and experience in maintaining contract files and enforcing contract provisions.
- Working knowledge of Oracle Financial System and contract management system desired.
- Working knowledge of contract language, enforcement of contract requirements, and resolution of contract disputes.
- Demonstrated ability to work independently.
- Excellent verbal and written communication skills
- Intermediate PC skills and Microsoft Office

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current certification as a Certified Purchasing Manager (CPM), Certified Public Purchasing Officer (CPPO), or Certified Professional Public Buyer (CPPB) or equivalent certification preferred.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents complete tasks and carry out responsibilities.
- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Department Manager	Date	Department Assistant Director	Date
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Purchasing Contracts Administrator

Department: Purchasing

Date: December 17, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		2
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing					X	3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Department Manager Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Purchasing Agent

Department: Purchasing

Date: April 18, 2022

Title of Immediate: Manager, Purchasing

Pay Level: L20

POSITION SUMMARY: Purchase materials, supplies, equipment and services in a timely fashion and of a quality and price consistent with Authority needs and in accordance with good purchasing principles and ethical standards. Process routine solicitations of approved value primarily utilizing a Request for Quotation (RFQ) or other approved method. May serve as a primary buyer for procurements needed to support Airport Operations and Maintenance. Perform routine processes which include market research, review of other agencies' contracts to determine eligibility for utilization, purchase description development, locating vendors, solicitation processing, price analysis, value analysis, award determination or recommendation, award and purchase order processing.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities, such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Review and process electronic documents as required, utilizing the Authority's Financial System. Documents include Standard Purchase Orders, Blanket Purchase Agreements and Contract Purchase Agreements as required by the individual purchase
- Review, refine and develop purchase descriptions for routine purchase solicitations; assist the Purchasing Manager in the development of specifications and statements of work for use in major purchase solicitations as requested; coordinate with requesting department to confirm drawings, other attachments and supporting documentation are provided within timeframes to meet required deadlines
- Prepare RFQ solicitation packages to solicit goods and services with the goal of getting the best value for dollars spent consistent with Authority needs and in accordance with good purchasing principles and ethical standards, Authority policy and State of Florida statutes utilizing the Authority's most current e-procurement system.
- Receive and evaluate quotations, assist in the development of award recommendation memos as requested by the Purchasing Manager, and prepare award documents.
- Coordinate alternate actions with requestor when budgetary restrictions, sourcing problems, availability, or time constraints impact the procurement.
- Perform market research to maintain an understanding of goods and services to be purchased, be proficient in assigned commodities, and assist customers in obtaining product information for a competitive vendor base.
- Advise customers of the Authority's procurement process to obtain goods and services. Provide guidance to customers in purchase description development.
- Resolve any delivery or payment issues with the appropriate department.
- Conduct pre-solicitation and other meetings with vendors and customers as needed.
- Remain current in knowledge of purchasing principles; Authority policy, procedures, methods and accepted operational practices demonstrate proficiency in their practical application.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in General Studies, Business Administration, Public Administration or a related field and three (3) years of progressively responsible work experience in procurement, or an equivalent combination of education, training and experience. Experience must include processing solicitations in an e-procurement system. Bachelor degree and/or procurement experience in the public sector is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of the solicitation and award process for purchases of commodities, equipment, and services using request for quotes
- Working knowledge of purchase description development
- Skilled in vendor base development, product and service research, pre-award surveys, price analysis and value analysis
- Excellent verbal and written communication skills
- Desktop application software skills including word processing, database, and spreadsheets. ERP system order entry experience is preferred.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver License
- Current certification as a Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO), Certified Professional Public Buyer (CPPB) or equivalent certification preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Work independently under moderate supervision and general direction, exercising considerable independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Financial Officer Date

Director, Human Resources Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Purchasing Agent

Department: Purchasing

Date: April 18, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing					X	3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Receptionist

Department: Customer Experience | Date: March 19, 2019

Title of Immediate Supervisor: Assistant Manager, Airport Information | Pay Level: L11

POSITION SUMMARY: Responsible for greeting employees, customers, VIPs, and dignitaries, and direct them to the appropriate Greater Orlando Aviation Authority offices. Answer incoming calls; take messages or route calls according to office procedures. Perform clerical tasks as assigned, and assist other departments as needed.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Answer incoming calls, take messages or route calls accordingly. Log calls, and enter into database as appropriate.
- Greet visitors and dignitaries, and provide directions and information as requested.
- Support Customer Experience with administrative assistance, including various clerical tasks, routine typing assignments, etc.
- Serve as back-up to Executive Administrative staff.
- Responsible for collecting and signing for mail from Federal Express, Airborne Express, UPS, DHL and other special deliveries.
- Support Director, Board Services and other departments as assigned.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate and three (3) years customer service experience, preferably as a receptionist or in a similar capacity for a large organization; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- 25 CWPM typing speed
- Familiar with multi-line telephone system equipment
- Excellent written and verbal communication skills and a pleasant personality. People oriented.
- Professional appearance and demeanor
- Basic computer skills and knowledge of Microsoft office programs
- Effective prioritization of competing priorities
- Fluent in English; knowledge of one or more additional languages desired

LICENSES/CERTIFICATIONS REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works under close supervision with limited independence
- The quality of professionalism and judgment displayed directly affects the public image of the Authority

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Administrative Support
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Receptionist

Department: Customer Experience

Date: March 19, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting	X					3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing				X		2
Writing				X		2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Records Management Specialist

Date: July 27, 2017

Department: Board Services

Grade/Level: Non-Exempt; L19
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Director, Board Services

POSITION SUMMARY: Serves as the Authority's Records Management Liaison Officer (RMLO) to the State of Florida, required by F.S. 257.36(5)(a). Ensures Authority's compliance with all statutory requirements for public records management.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function, which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Serve as GOAA's Records Management Liaison Officer (RMLO) to the State of Florida
- Manage Authority information including paper, microfilm, imaging and electronic records, ensuring the integrity of the corporate (GOAA) memory
- Recommend, implement and monitor Authority record management policies/procedures to ensure compliance with Public Records Law. Develop and implement the format for computer indexing of original documents.
- Implement State of Florida Records Schedule throughout the Authority. Serve as a resource for all GOAA records coordinators, and ensure they are trained and kept up to date regarding State Schedule and GOAA procedures. Prepare and conduct workshops or other training/ communication as needed.
- Submit and obtain all authorizations for disposition of Authority records and certify same
- Assist with public records as directed by the Director, Board Services. Assist with responses to subpoenas Duces Tecum with and without deposition.
- Obtain and implement continuing updated records management information by participating in State briefings and seminars
- Draft and monitor department budget, monitor and reconcile two Pro Cards
- AAR for assigned contracts
- Assist the Director, Board Services with administrative tasks
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

Bachelor degree in Business Administration, Business Management or Library Sciences and three (3) years in records management position(s) for a large organization, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILL, ABILITIES:

- Requires a strong working knowledge and thorough understanding of records management
- General knowledge of Public Records Law required, Florida law preferred
- Strong organizational abilities
- Excellent computer and word processing skills
- Strong communication skills to assist department records staff, conduct related training exercises

LICENSESCERTIFICATIONS REQUIRED:

- Valid Florida drivers' license
- Certified Records Manager certification desired

SUPERVISORY RESPONSIBILITIES:

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works independently under moderate supervision, exercising considerable judgment and discretion
- Provides recommendations related to records and archives, in compliance with GOAA policies and Florida Statutes.
- Questions may need to be referred to the Director, Board Services, general counsel, or the State of Florida Bureau of Records before a decision is reached.

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Executive Director	Date
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Records Management Specialist
Department Board Services
Date July 27, 2017
Section 531

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting		X				3
Lifting A. __ 0 - 20 lbs.					X	3
B. __ 21-50 lbs.					X	2
C. __ 50+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging				X		3
Reaching over Head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals (Restoration materials)					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Microfilm reader/printer					X	3
Company or personal vehicle usage				X		3
General office equipment (computer, copier, fax, etc.)	X					3

Supervisor Comments:

Immediate Supervisor Date

Executive Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Records Management Clerk

Department: Executive Administration | Date: June 6, 2023

Title of Immediate Supervisor: Manager, Records Administration | Pay Level: L16

POSITION SUMMARY: Assist in activities and operations related to Records Management which includes records storage, organization, tracking, imaging, and disposal of records in compliance with State's retention schedules. Serve as a back-up to Recording Secretaries for committee meetings and other meetings as needed. Coordinates with internal departments Records Coordinators ensuring the safeguarding and transparency of all the Greater Orlando Aviation Authority's (GOAA) records.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist GOAA's Manager, Records Administration in performing complex administrative tasks such as record retention schedules, offsite storage, respond to inquiries, retrieval and destruction of records in accordance with State guidelines through our various programs and systems.
- Assist with the response to subpoenas, notices to appear and requests for employment records.
- Serve as back-up Recording Secretary for assigned meetings as needed.
- Work with Records Coordinators to accurately maintain inventories, logs, indexes, file transfers, records dispositions, and tracking of paper and electronic records as necessary. Verify scanned documents are accurate regarding file size, format, and embedded metadata.
- Coordinate with internal departments, ensuring that all documents include the correct recommendation and language, required approvals are requested and received, and necessary back-up is provided.
- Follows established policies and procedures to update interdepartmental SharePoint's sites, workflows and folder structures.
- Perform quality control review of digital documents to paper documents to ensure accuracy of file name, structures, orientation, resolution, order, sizing, readability, and completeness of captured files.
- Assist with projects for the preservation of active, inactive, vital and historical records. Conduct file retrieval requests for users and respond to inquiries.
- Assist with special projects, assignments, or reports as assigned, which may include organizing data, designing spreadsheets, compiling and evaluating data from multiple sources into presentations or reports, researching information using independence regarding sources, etc.
- Advise management of areas of concern and recommend solutions.
- Assist with public records and lobbyist requests.
- Coordinate the review, production, and dissemination of public record request responses.
- Verify that executed contracts are tracked and posted to the website.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in public administration, legal, or business administration, or political sciences and two (2) years records management and/or governmental clerical support experience, or an equivalent combination of education, training and experience. Experience in municipal, county, state governmental agencies, or a legal firm with clerical experience highly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Maintains a current knowledge and awareness of applicable laws, regulations, policies and procedures.
- General knowledge of the State of Florida Sunshine Laws or Public Records Law preferred
- Excellent oral and written communication skills, including demonstrated ability to communicate effectively and diplomatically with executive level personnel.
- Demonstrated aptitude in Microsoft Word, Excel, PowerPoint, Outlook, Adobe Pro and SharePoint, strong organizational skills and attention to detail
- Excellent composition and grammar skills
- Ability to multitask and change priorities as needed
- Must be able to work in a changing environment, under pressure, with tight schedules and constant interruptions
- Demonstrate the ability to maintain discretion and tact when handling information and other related matters

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercise considerable independence under general supervision
- Provides recommendations related to records and archives, in compliance with GOAA policies and Florida Statutes
- Set work priorities, analyze telephone inquiries and make referrals
- Questions may need to be referred to the Manager, Records Administration

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Administrative Officer Date

Vice President of Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Records Management Clerk

Department: Executive Administration Date: June 6, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Administrative Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Records Coordinator

Department: Engineering and Construction | Date: May 16, 2022

Title of Immediate Supervisor: Manager, Contracts and Grants | Pay Level: L18

POSITION SUMMARY: Coordinate program and project information (paper, microfilm and electronic data). Coordinate the handling of all project related documents, confirming documents are properly filed, maintained, stored and destroyed in accordance with Greater Orlando Aviation Authority (GOAA) policy and state regulations. Respond to requests for documentation from internal and external customers. Support the Engineering and Construction Department and staff extension.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Serve as the department's Records Coordinator and provide proper management of documentation in compliance with the State of Florida regulations for Public Records, Public Libraries and State Archives, and Electronic Recordkeeping Standards. Conduct regular field visits to various locations throughout the airport to gather documents and liaison with consultants, etc. Work in conjunction with GOAA Manager, Records Administration and Records Management Specialist as needed.
- Provide GOAA staff and legal counsel timely production of documents.
- Oversee the filing, scanning and destruction of project files, bid documents, design criteria packages and Letters of Interest, etc. Provide GOAA staff, contracted staff and consultants with filing and shredding policy and procedures.
- Supervise the proper operation of the Scanner equipment, verify the integrity of scanned documents and associated indexes.
- Coordinate operating cost and staffing (extension of staff) for records management, if required. Obtain cost information for documents and drawings, and assist in developing specifications for solicitation and selection of vendors for record retention services.
- Utilize a database for recordkeeping and maintain the Department libraries.
- Serve as back-up for permit processes.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Business Administration, Public Administration, Library Science or a related field and three (3) years of work experience related to records management, or an equivalent combination of education, training and experience. Experience in public sector records management and/or high level administrative support in a Planning, Engineering or Construction field or an airport environment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient computer skills required, to include advanced knowledge of Microsoft Office Products and advanced experience with web-based database software, Adobe Acrobat Pro and records management systems such as SharePoint required.
- Knowledge of Oracle financial system desired
- Excellent organizational skills to manage multiple and diverse activities and projects
- Demonstrated high degree of accuracy and attention to detail
- Excellent oral and written communication skills, as well as interpersonal skills

- Demonstrated knowledge of construction specifications, contract terms, related construction, design, legal and scientific terminology, and basic accounting principles desired

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under general supervision; exercising considerable judgment and discretion
- Establish priorities in order to meet deadlines
- Deal with sensitive/confidential matters
- Apply appropriate regulatory requirements
- Provide training and determine compliance with prescribed procedures
- May identify/establish new procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Administrative Support
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Records Coordinator

Department: Engineering & Construction

Date: May 16, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs				X		2
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Oversight or operation of Scanning equipment			X			3
Oversight or operation of Microfilm reader/printer			X			3

SUPERVISOR COMMENTS:

Field project site visits. Meetings on and off GOAA properties.

Immediate Supervisor Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Research & Insights Analyst

Department: Air Service Development and Marketing | Date: September 15, 2024

Title of Immediate Supervisor: Assistant Vice President, Marketing | Pay Level: L23

POSITION SUMMARY: Responsible for business, cargo, aviation, and tourism industry research and analysis, and development of industry trends, forecasts, presentations, reports and briefings in support of the Greater Orlando Aviation Authority's (Aviation Authority) domestic and international marketing, air service development (ASD), cargo and business development (BD) efforts.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Tabulate and analyze data from internal and external databases/tools including flight schedules, T-100, O&D, on-time performance, catchment analysis, I-94 Visitor Arrivals Program, TSA throughput and CBP Airport Wait Times databases, Oracle, Resource Management System and SplashBI tools, and other economic, demographic and aviation industry resources.
- Maintain internal databases incorporating data from internal and external sources to support ASD, cargo and BD efforts.
- Research new and additional databases/tools to support MCO marketing, ASD, cargo and BD goals.
- Develop compelling presentations, charts, and reports of research results, findings, and recommendations.
- Maintain and organize all research data files, presentations, and reports in SharePoint.
- Propose route strategies based on trends and findings to support MCO's ASD efforts.
- Meet with airline route planners and represent MCO at air service development events.
- Represent MCO on external committees such as the Regional Research Roundtable.
- Develop a network of contacts responsible for research at local organizations including Visit Orlando, Experience Kissimmee, Orlando Economic Partnership, Orlando/Orange County Convention Center, hotels and attractions.
- Provide website content including route maps and weekly airfare deals.
- Assist with the design, development and administration of surveys, including the Aviation Authority's Passenger Terminal Survey and online 2-Minute Survey, and development of management reports of key findings from survey data.
- Support staff as necessary in Marketing, Business Development, Cargo and Air Service Development departments.
- Handle all secondary research requests from various business units within the Aviation Authority.
- Stay current on all news relevant to MCO Marketing & ASD.
- Overnight travel to attend conferences and events.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Marketing, Airport Management or related field and five (5) years of experience conducting primary and secondary research, analyzing findings, developing conclusions and recommendations along with designing/writing surveys, or an equivalent combination of education, experience and training. Experience posting web content, creating web content and/or utilizing a content management system to deliver web content required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of and experience with Microsoft Office programs, Outlook, and aviation databases such as Airline Data Inc., Cirium, OAG, IATA AirportIS, etc.

- Ability to extract news and information from credible online sources and commercial databases
- Ability to develop persuasive presentations which turn complex datasets into a compelling business case
- Ability to analyze diverse sets of data and develop key findings
- Ability to design and write research surveys/questionnaires
- Ability to establish and maintain effective working relationships, both inside and outside the organization
- Ability to prioritize and complete multiple projects, sometimes with a short lead time
- Ability to communicate effectively, both orally and in writing
- Willing and able to travel 25% of the time (Domestic/International)
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times
-
- Strong interpersonal, analytical and problem-solving skills with the ability to work effectively with diverse groups

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works independently under moderate supervision
- Judgement is required to balance the needs of several departments which may require research and analytics, including Marketing, ASD, BD and cargo
- Prepares appropriate and accurate economic, demographic and airline industry analyses and marketing presentations
- Analyses, presentations and recommendations may have substantial effect on overall Authority financial results, project costs, economic impact and air service decisions made by others
- Projects often have significant levels of uncertainty and forecasting is often required
- Judgment is required to weigh conflicting data and priorities in order to prepare sound analyses, forecasts, and recommendations

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Development Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Research & Insights Analyst

Department: Air Service Development and Marketing Date: September 15, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Development Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Resources Management System Coordinator

Department: Airline Division

Date: December 6, 2018

Title of Immediate Supervisor: Supervisor, Airport Scheduling & Billing

Pay Level: L21

POSITION SUMMARY: Troubleshoot, maintain, and provide day-to-day user support of the Greater Orlando Aviation Authority's (GOAA) Resource Management System (RMS). Work closely with Airport Scheduling & Billing, Airport Operations Center (AOC), Business Applications (BAT), Information Technology (IT) teams, and with RMS vendor on the evaluation, upgrades, and enhancements of the RMS system. Assist with basic documentation of the system evaluation, enhancements and upgrades, training, change requests, testing, and communication of system changes or issues.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Initial point of contact for the RMS. Assist end users with troubleshooting system issues, setting and changing user settings, resource settings, and basic system settings. Document and maintain user access. Resolve application problems in a timely manner. Escalate issues as required.
- Add, change, update and verify all RMS business rules as needed, based on new or amended agreements; to include hard rules pertaining to facility issues or constraints and soft rules based upon airline preferences and requirements.
- Work with the RMS vendor, GOAA IT, and BAT teams on RMS system patches, updates, and outages. Verify and test for compliance with contract requirements.
- Assist the supervisor in recommending and leading the evaluation and testing of major and minor application upgrades and enhancements, including leading and assisting the end users with required functionality designs and testing for the RMS.
- Conduct user training for RMS updates and enhancements.
- Escalate and work closely with RMS vendor support team on level 1 and level 2 issues; follow up and closure of incidents to maintain customer satisfaction. Provide information and direction to end users on escalated issues.
- Track, monitor and verify RMS system events and status logs. Confirm all data is collected and reported as needed.
- Verify proper allocation and utilization of funds to the vendor in compliance with the RMS contract. Verify invoices are correct and accurate before releasing payment.
- Participate and lead RMS meetings and generate RMS system reports as requested.
- May design custom reports with the assistance of IT, develop ad hoc reports.
- Assist with Airport Scheduling and Billing as assigned; compile and confirm scheduling, billing and usage information and compliance, input into RMS; analyze and research the established schedule to the airline submitted billing sheets and prepare monthly statements; monitor the day-to-day operation of the common use facilities; prepare the monthly usage reports; reconcile usage; create and edit “What If” scenarios.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Associate degree in related field and four (4) years experience in airline/airport operations scheduling, monitoring and coordinating flight and/or ground activity, or an equivalent combination of education, training, and experience. Substantial knowledge of aircraft and airline ground/flight operations (IATA/ICAO codes) required. One (1) year of experience as an Airport Scheduling and Billing Coordinator highly desired. End user support experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to support and administer RMS related technology
- Knowledge of a resource management system required
- Strong technical troubleshooting skills preferred

- Intermediate computer and Microsoft Office skills (Word, Excel, etc.) to effectively use a variety of different programs required; advanced skills desired
- Analytical skills required to compile and interpret airline and airport specific information
- Understanding of rates and charges methodology
- Excellent oral, written communication, and documentation skills
- Computer skills including database, spreadsheet and word processing software
- Organizational skills, good attention to detail
- Able to establish and maintain effective working relationships with the airline support employees, fellow employees and members of diverse cultural and linguistic backgrounds
- Excellent interpersonal relationship skills

LICENSES/CERTIFICATIONS REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgement and discretion
- Interact with persons of various levels throughout the Authority; may include outside consultants.
- Initiate day-to-day operational decisions based on interpretation of Orlando International Airport rules and policies. Refers unique issues to the Supervisor

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Manager	Date
Department Manager	Date	Department Assistant Director	Date
Department Director	Date	Department Senior Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Technicians
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Resource Management System Coordinator

Department: Airline Division

Date: December 6, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Confined Areas		X			X	3
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Revenue Control Analyst

Date: October 23, 2014

Department: Finance

Grade/Level: Exempt; L23

Title of Immediate Supervisor: Supervisor, Revenue Control

POSITION SUMMARY: Record, report, monitor and analyze revenues, airline statistics, security deposits, and concession activity. Coordinate all aspects of collection and monitoring of the passenger facility charge (PFC) program. Compile and analyze tax related data and prepare returns. Maintain and monitor revenue, invoicing and collection of revenue relating to Authority's customers. Review contract documents for compliance.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Perform financial analysis, including but not limited to the preparation of monthly revenue and deferred revenue accruals, revenue fluctuation analysis, revenue trend analysis, concession audits and airline revenue analyses, A/R to G/L and interfund reconciliations.
- Compile, summarize and analyze parking revenue activity and record related transactions to GL.
- Research tax issues and prepare sales tax, gross receipts tax, excise tax and municipal utilities tax returns on a monthly basis.
- Prepare year-end financial statement schedules and notes and work with independent auditors during the interim and year-end audits.
- Coordinate all collection and monitoring of the Authority's PFC program including coordination of efforts with Department of Transportation General Council, Federal Aviation Administration (FAA) and air carriers when necessary to correct any non-compliance issues. Perform monthly reconciliation of PFC database to general ledger and bank statements, monitor airlines' remittance of quarterly reports and audits in accordance with FAA regulations. Review and analyze the airlines remittances to ensure reasonable reporting.
- Monitor security deposits to ensure compliance with contract documents and coordinate efforts to obtain renewals of Letter of Credit and bond continuation certificates prior to expiration. Perform draws on security deposits when necessary to minimize losses to the Authority. Coordinate an annual review of cash security deposits in preparation of Escheat Property filing to state agency and a semiannual review of deposit compliance on Ground Transportation's customers.
- Perform collection, analysis and report air carrier statistics; compile billing data for the invoiceing of landing and baggage fees.
- Work with Commercial Properties and PROPworks on the set up of bill rules in connection with new rates and charges established on an annual basis.
- Understand and follow the Authority's policies and procedures and the internal controls designed for the Revenue Control Department.
- Update departmental procedures and internal controls as needed.
- Assist with financial system application testing as needed and troubleshoot system errors and issues.
- Assist with special projects, work with other departments and oversee the work of staff as assigned.

- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Accounting and four (4) years of related work experience relating to accounts receivable, general ledger and account analysis, or an equivalent combination of education, training and experience. Must be familiar with computerized accounting systems and have collection experience. Oracle and PROPworks experience desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Strong understanding of basic accounting concepts, practices and procedures
- Must be familiar with computerized general ledger and accounts receivable accounting systems
- Extensive knowledge of MS Office, with emphasis on Access database and Excel spreadsheet software
- Strong interpersonal skills
- Ability to understand and carry out complex oral and written instructions
- Ability to deal tactfully and courteously with employees and the general public
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors, and the general public
- Strong attention to detail; organizational skills to prioritize work and meet deadlines; manage multiple projects simultaneously
- Must be proactive and take initiative
- Strong analytical skills with sound judgment

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- As assigned on special projects

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Make sound decisions to minimize financial losses to the Authority Works independently under limited supervision and general direction, exercising high level of independent judgment

APPROVAL SIGNATURES:

_____ _____

Immediate Supervisor Date

Assistant Director	Date
Department Director	Date
Director of Human Resources	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Revenue Control Analyst
Department Finance
Date October 23, 2014
Section: 111

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting	X					3
Lifting A. __ 0 - 20 lbs.					X	2
B. __ 21- 50 lbs.					X	2
C. __ 50+ Ibs.					X	1
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)	X					3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

Risk Management Specialist (Claims)

Department: Risk Management
December 16, 2024

Title of Immediate Supervisor: Manager, Risk Management
Pay Level: L21

POSITION SUMMARY: Assist in fulfilling Risk Management department duties and responsibilities. Have experience with insurance, compliance reviews, incident reporting & investigation, and assisting with loss prevention and safety. Maintain a comprehensive understanding of department workflow processes and record keeping. Review insurance documents to identify basic requirements and assist in summarizing and resolving content. Maintain a variety of complex logs and records, including those in department specific software systems. Coordinate and provide a variety of other administrative assistance, as required. Effective and customer-focused communication, electronic, written & phone.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

GENERAL ACTIVITIES:

- Compose and transmit professional communications (emails, memos, letters) to internal and external contacts and follow up for responses, as needed, related to insurance, claims, safety, business continuity, and insurance compliance.
- Support and anticipate the needs of department and management as it relates to insurance, claims, business continuity, and safety programs. This includes maintaining reports and graphs and the ability to collect, review, compare and contrast data from various resources and summarize in a manner required by management, which will be utilized for the department's use, payment of claims, budgeting, regulatory compliance, etc.
- Respond, in a timely manner, to assist all internal and external customers; Primary point of contract for all internal and external customers, determining best response, including handoff to management.
- Maintain department's administrative systems, as assigned, including, but not limited to contracted software, web/cloud-based systems, SharePoint, or databases. Coordinate with system providers for updates, improvements, training, or service issues; coordinate and train staff on use of such systems.
- Assist department with its compliance of records management and our organization's policies and procedures.

CLAIMS MANAGEMENT: Assist management in its claims management and leads recoveries, as assigned.

- Access the system of incident reports (ASOCs), update incident tracking spreadsheet for claims and recovery purposes, monitor and present concerns or issues for management's attention.
- Investigate claims, assign to insurers, third party administrators, and maintain claims files and records.
- Coordinate with insurers and various departments to assist in the defense of claims.
- Lead the recovery of damages incurred by the organization; initiate and coordinate with departments to support the costs and expenses associated with damages, process and track recovery and/or restitution, correspond and maintain appropriate documentation, managing the resolution of these claims.
- Coordinate with various departments' AARs to collect recoveries from contracted providers based on management approval and established procedures.

- Responsible for collecting, maintaining, updating &/or reconciling reports and graphs that support claims data and funding and payment of claims, as needed per above.

INSURANCE TRACKING MANAGEMENT: Manage and monitor insurance compliance based on vendors', contractors' and service providers' contractual obligations.

- Coordinate with various departments with their compliance with insurance requirements for their contracts in accordance with Risk's SOPs. Review certificates of insurance in comparison to insurance requirements to determine compliance or deficiencies and advise departments accordingly in relation to their own workflow.
- Coordinate with the third party vendor handling the tracking insurance compliance for all contracts. Serve as point of contact regarding vendor's systems, such as access, updates, training, etc.
- Train and Coordinate with department business unit rep., the contractor, and its insurance representative on the COI management systems and workflows.
- Monitor any compliance issues for comprehensive resolution and elevate to department management accordingly.

SAFETY PROGRAM: Assist management with the activities and promotion of the Safety Program

- Maintain various safety program records, supports employee safety trainings, hazmat inventory, logging hot-work permitting records, etc.
- Coordinate with third party providers, IT and staff for databases and systems utilized by the department and facilitate resolution. Coordinate and perform training on these databases and systems for optimal utilization.
- Manage the employee driver license compliance, coordinate with HR and other GOAA departments in accordance with policy requirements as needed.
- Coordinate the supply of safety equipment to staff on a periodic basis, by scheduling with supplier, staff, distribute supplies upon receipt, and handling of employee payroll deductions, as assigned.
- Attend Safety Working Group, Green Team meetings, safety inspections and other meetings, events or exercises on behalf of Risk and Safety to update management on topics of discussion.

OTHER DUTIES: Assist management with other department related responsibilities and activities.

- Coordinate with each department and/or division for their annual updates to each section plan, review of each drive-away kit, and supporting documentation tied to each plan. Maintain exercises and trainings documentation.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Associate degree and five (5) years of experience in an administrative support or related role requiring strong communication skills, attention to detail, and working with considerable independence; or an equivalent combination of education, training and experience. Insurance/claims background preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong verbal and written communication skills in English; multi-lingual skills a plus
- General knowledge and understanding of risk management and insurance policies and processes
- insurance and incident reporting experience
- Comprehensive understanding of department workflow processes and record keeping
- Ability to maintain professionalism, diplomacy and confidentiality at all times in dealing with staff and the public

- Strong computer skills in Word and Excel, experience with Outlook
- Attention to detail and high degree of accuracy
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Advanced organizational and problem-solving skills required
- Ability to interact effectively with employees, various departments and other individuals

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Safety/Insurance training and/or certifications (ie: COSS) as assigned by management within one year of hire

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Exercise independence under general supervision
- Make decisions following established guidelines/procedures
- Demonstrate good judgment in communicating with senior management, consultants, customers, and other Authority departments regarding schedules, event changes, etc.
- Set work priorities and make office operations decisions

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Vice President, Risk Management Date

Senior Manager, Human Resources Date

FLSA: Exempt

EEO Category: Administrative Support Workers

Shift Premium: N/A

Rotating Shift: N/A

Management Hours: 24

Risk Management Specialist (Claims)

Department: Risk Management

December 16, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting	X					3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing						3
Other				X		
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
GOAA/Personal Vehicle				X		2
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

Risk Management Specialist (Insurance)

Department: Risk Management

December 16, 2024

Title of Immediate Supervisor: Manager, Risk Management

Pay Level: L21

POSITION SUMMARY: Assist in fulfilling Risk Management department duties and responsibilities. Have experience with maintaining an insurance program and contract review for insurance compliance. Maintain a comprehensive understanding of department workflow processes and record keeping. Review insurance documents to identify basic requirements and assist in summarizing and resolving content. Maintain a variety of complex logs and records, including those in department specific software systems. Coordinate and provide a variety of other administrative assistance, as required. Effective and customer-focused communication, electronic, written & phone.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

GENERAL ACTIVITIES:

- Compose and transmit professional communications (emails, memos, letters) to internal and external contacts and follow up for responses, as needed, related to insurance, claims, safety, business continuity, and insurance compliance.
- Support and anticipate the needs of department and management as it relates to insurance program, business continuity, and contractor's insurance compliance. This includes maintaining reports and graphs and the ability to collect, review, compare and contrast data from various resources and summarize in a manner required by management, which will be utilized for the department's use, payment of insurance, budgeting, regulatory compliance, etc.
- Respond in a timely manner to assist internal and external customers. See edits to other for edit this line. Maintain shared, secured, and web-based (SharePoint) files and documents to support the department and the organization's staff who will be accessing such files. Assist department with its compliance of records management and our organization's policies and procedures.

INSURANCE TRACKING MANAGEMENT: Manage and monitor insurance compliance based on vendors', contractors' and service providers' contractual obligations.

- Coordinate with various departments with their compliance with insurance requirements for their contracts in accordance with Risk's SOPs. Review certificates of insurance in comparison to insurance requirements to determine compliance or deficiencies and advise departments accordingly in relation to their own workflow.
- Train and coordinate department business unit rep., the contractor, and its insurance representative on the COI management systems and workflows.
- Monitor any compliance issues for comprehensive resolution and elevate to department management accordingly.

INSURANCE: Administer the insurance program as assigned by management.

- Collect and compile data from various departments, compare and contrast data, review for accuracy, and update spreadsheets and applications accordingly.
- Collect insurance policies, endorsements, summaries and other documentation coordinating with insurance broker and reviewing and transferring basic information into other reports, records and documents with accuracy.
- Request and distribute necessary documents related to policy renewals (i.e. Auto ID Cards, Workers Compensation posters).

- Responsible for obtaining statistical information needed to comply with regulatory obligations as a Self-Insurer with the State and for Actuarial Study.
- Facilitate payment of insurance costs, through review for accuracy and within compliance of pay processes. Prepare & maintain detailed spreadsheets of procured insurance, including associated costs as backup.
- Administer the maintenance of Bonds for Board Members with Board Services.
- Collect insurance policies and binders. Coordinate with insurance brokers and insurance consultants to resolve issues, obtain corrections, and verify all requested coverage terms/details are included in the policy.
- Assist with updating and maintaining Authority owned buildings and property spreadsheets for submittal to insurance brokers.

OTHER DUTIES: Assist management with the administrative activities related to the Business Continuity Program.

- Effectively record, summarize, correspond and monitor meetings and actions items, as assigned, and coordinate with BCP program team and consultant as determined by management.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Associate degree and five (5) years of experience in an administrative support or related role requiring strong communication skills, attention to detail, and working with considerable independence; or an equivalent combination of education, training and experience. Insurance/claims background preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong verbal and written communication skills in English; multi-lingual skills a plus
- General knowledge and understanding of risk management and insurance policies and processes
- insurance programs and incident reporting experience
- Comprehensive understanding of department workflow processes and record keeping
- Ability to maintain professionalism, diplomacy and confidentiality at all times in dealing with staff and the public
- Strong computer skills in Microsoft Word, Excel, Outlook, & PowerPoint, and experience with financial systems, such as Oracle and with document management systems, such as SharePoint, Box, DocuSign
- Attention to detail and high degree of accuracy
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Advanced organizational and problem-solving skills required
- Ability to interact effectively with employees, various departments and other individuals

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Safety/Insurance training and/or certifications (ie: COSS) as assigned by management within one year of hire

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently under general supervision performing routine and non-routine tasks with minimal supervision
- Exercise some judgement in decisions, planning, researching and evaluating data
- Make decisions following established guidelines/procedures
- Demonstrate good judgment in communicating with senior management, consultants, customers, and other Authority departments
- Set work priorities and make office operations decisions

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Vice President, Risk Management Date

Senior Manager, Human Resources Date

FLSA: Exempt

EEO Category: Administrative Support Workers

Management Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

CX Passenger Journey Strategist

Department: Customer Experience September 9, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting	X					3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing						3
Other				X		
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
0				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Vice President of Operations

Department: Operations Administrations | Date: August 15, 2023

Title of Immediate Supervisor: Chief Operating Officer | Pay Level: E2

POSITION SUMMARY: Oversee the overall management of the Airport Operations divisions at Orlando International Airport (OIA) including but not limited to Landside, Airfield, Airline, Baggage Handling Systems, Ground Support Equipment, Parking, Ground Transportation, and Noise Abatement.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Plan, develop, promote, and implement programs to meet the goals and objectives of the Airport Operations department. Develop business plan and establish priorities. Recognize, analyze and assess areas of concern, and develop proposed solutions.
- Maintain thorough knowledge of current aviation and general aviation regulations and confirm assigned areas remain in compliance with all required federal, state, county and local regulations and standards, and other applicable laws, rules, regulations and permits.
- Oversee all required regulatory reporting for the department.
- Coordinate with Federal Aviation Administration (FAA) and other agencies as assigned.
- Design, recommend, implement and manage policies and procedures to comply with Federal Customs and Border Protection (CBP), handling of international baggage and trash, environmental and other regulatory requirements.
- Responsible for obtaining the Airport License annually.
- Monitor Airlines and Fixed Base Operators (FBOs) and business tenants for compliance with airport operational policies.
- Lead the Aviation Authority's emergency response operations, update the Aviation Authority's emergency response plan, and oversee emergency preparedness in areas of responsibility.
- Required to respond after hours for emergencies and operational disruptions.
- Oversee the airport noise abatement program to minimize negative impact to the environment and the neighboring public resulting from airport operations; may attend meetings with the public to address issues and concerns.
- Develop and effectively administer assigned budgets. Research and develop cost saving measures.
- Maintain a work environment that promotes the organization's values, ethics, integrity and legal responsibility.
- Consistently lead the effort to improve and streamline work processes and improve customer service: formulate and recommend department policy and procedure.
- Direct and oversee staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment and effective processes for the selection, training and development of qualified staff, succession planning, communications, business continuity, etc.
- Establish and maintain effective working relationships with senior management of airlines and other airport tenants.
- Act as an ambassador for the Greater Orlando Aviation Authority regarding airport operations matters Administer contracts; may draft/negotiate contracts and/or manage the proposal/evaluation/selection process
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business Administration or related field and ten (10) years directly related experience in airport/airline operations, or an equivalent combination of education, training and experience. Minimum of five (5) years experience in management and leadership roles that include directing and oversight of staff in multiple airport

operations areas and emergency response operations required. Experience with FAR 139 and 49 CFR part 1542 compliance required. Airport parking operations experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated skill in analyzing, developing and implementing complex operational initiatives
- Excellent public relations skills to act as an ambassador for the Greater Orlando Aviation Authority
- Able to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents
- Excellent written and oral communication skills, strong presentation skills, and the ability to communicate effectively in English
- Demonstrated skill in supervising and motivating staff
- Strong contract and negotiation skills
- Experience with regulatory compliance required including FAR 139 and 49 CFR part 1542
- Knowledge of applicable regulations including but not limited to: Federal Aviation Administration (FAA) requirements including noise and emergency operations; knowledge of Federal Customs and Border Protection (CBP) requirements including international flight and passenger movements, handling of international trash and environmental regulations including Florida Department of Environmental Protection and South Florida Water Management District requirements
- Basic computer skills
- Efficient and effective time management skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- American Association of Airport Executives (AAAE) credential(s) preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) employees; indirectly supervises a staff of approximately three hundred seventy-four (374) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- This is an executive level position, expected to show a high degree of independence, initiative, judgment and authority.
- Judgment exercised in long- and short-term strategic planning, negotiations, policy development, and financial initiatives.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor (CofO)	Date	Chief Operating Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Vice President, MCO Operations

Department: Operations Administration Date: August 15, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor (CofO) Date

Chief Operating Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Avaya Voice Engineer

Department: Information Technology | Date: January 4, 2023

Title of Immediate Assistant Manager, Communications Systems | Pay Level: L30

POSITION SUMMARY: Responsible for the design, deployment and overall operations of Communications Systems solutions. Responsible for oversight of the IP Telephony systems, specialized applications and other systems supporting Unified Communications business functions of the Authority's Shared Tenant Services.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Closely works with IT teams and designated groups in the development and implementation of telephony based business solutions.
- Serve as a technical lead for Avaya projects.
- Manager all incidents and request via IT ticketing system.
- Establish schedules and documentation including support processes and operating procedures.
- Administer the Avaya Admin Systems to provide effective support and service for the Airport's operations.
- Manage software release plans and schedules for Unified Communications solutions.
- Maintain standards for Unified Communications solutions.
- Enforce adherence to all change control and software release / patch management processes.
- Assist in developing strategies, selecting plans and developing new unified communication technologies.
- Third level escalation support for all Redbox call recoding application and infrastructure.
- Support systems development in applications such as Interactive Voice Response (IVR) Systems.
- Adhere to IT Change Management governance model, and confirm that the design and selection of new solutions are in alignment with IT strategies and policies.
- Liaison with AT&T to verify routing of all toll free numbers. Remain current with developments in the field of Unified Communications.
- Perform both systems analysis and programming as well as technical assistance.
- Analyze the organization's present communications arrangements and develop and demonstrate types of services that should be considered to meet their needs.
- Oversee traffic studies and analyzes to confirm the network is operating at its optimum capacity, optimal performance of telephone equipment, and optimal configurations of voice infrastructure and routing.
- Perform Administrator functions of all Communication Systems Servers.
- Provide support to customers and lower-tier technical staff with complex or difficult problems relating to unified communications features including VoIP, Messaging, Audio Conferencing, Video Conferencing, Presence, Collaboration, Interactive Voice Response and SIP Trunking.
- Encourage and facilitate the use of unified communications and collaboration technologies.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science or a related field and three (3) years of experience including broadly based, progressive experience in a large telephony environment, experience in Internet Protocol (IP) Telecommunications support role, and experience in VoIP technologies, Avaya. An equivalent combination of education, training and experience will be considered. Experience with VoIP and Unified Communications systems required. Understanding of accounting practices desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent analytical skills related to the job functions and requirements
- Proficient in IP Telephony and the integration of Enterprise data and Telecom Networks
- Knowledge of Avaya Voice / VOIP / SIP / ANALOG
- Knowledge of Avaya business communication solutions
    - Avaya Session Manager and SIP registration
    - Avaya Session Manager/SIP integrations to 3rd party applications
    - Extensive knowledge of Avaya Session Border Controller, Encryption and Remote Worker
    - ISDN and T1 protocols along with SIP trunking from carrier
    - SIP endpoints and SIP internal trunking and other VoIP protocols such as H.323
    - Session Border Controller, Session Manager and Communications Manager routing and dial plans
- Knowledge of Linux
- Engineering and supporting IP Avaya PBX solutions (VOIP, SIP (station and trunking), H323)
- Knowledge of IP protocol configurations in Networked [Ethernet] environment
- Knowledge of PRI, Digital, Analog, VOIP, IP Telephony, POE, H323, SIP (station and trunking)
- Ability to design, administer, troubleshoot, and support dial-plans and call flows/vector
- Experience extending enterprise voice and video solutions on mobile and tablet devices
- Solid understanding of computer networking, information technology and unified communications
- Excellent and professional oral and written communication
- Must be able to work independently on projects from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and prioritizing as needed
- Demonstrated ability to deal professionally and effectively with internal and external customers
- Must operate as a leader for all customer facing collaboration technology efforts
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Related certification desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with minimal supervision or direction
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.
- Self-motivated individual who can perform with minimal direction; provides proper advice and recommendations to managers and employees at all levels
- High level of technical problem solving skills

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Department Director Date

Director, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Avaya Voice Engineer

Department: Information Technology

Date: January 4, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				**X**		**2**
Walking				**X**		**2**
Sitting		**X**				**2**
Lifting: 0 – 20 lbs					**X**	**1**
20 – 50 lbs					**X**	**1**
51+ lbs					**X**	**1**
Bending/Stooping					**X**	**1**
Pushing, Pulling and/or Digging					**X**	**1**
Reaching over head					**X**	**1**
Kneeling, Crawling					**X**	**1**
Climbing (ladders, stairs, hills)					**X**	**1**
Typing/CRT (attention to detail)		**X**				**3**
Speaking & Hearing	**X**					**3**
Detailed Inspection/Reading/Editing	**X**					**3**
Writing	**X**					**3**
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					**X**	**1**
Noxious Fumes					**X**	**1**
Chemicals					**X**	**1**
Insects					**X**	**1**
Heights, Confined Areas					**X**	**1**
Excessive Noise					**X**	**2**
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				**X**		**3**
General Office Equipment (Computer, Copier, Fax, etc.)		**X**				**3**
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Database Administrator

Department: Information Technology | Date: December 6, 2023

Title of Immediate Supervisor: Manager, Automation Software | Pay Level: L32

POSITION SUMMARY: Responsible for maintaining the integrity and performance of the Greater Orlando Aviation Authority's (GOAA) databases and guarantee the data is stored and accessed securely and efficiently. Work with IT and GOAA business units to optimize the use of data, identify solutions, improve the quality of service, support, and design of related database environments, architecture and relating security policies.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Lead the development and maintenance of strategic, architectural and tactical plans for database, interfaces, and other environments; the future direction of systems, how that direction impacts GOAA and how future and current database systems can be utilized for GOAA's benefit.
  Install, design and maintain database system software.
- Implement the security and integrity of supported databases.
- Monitor and analyze database and interface performance and storage; ensure effective and efficient utilization of database systems/processes.
- Maintain database dictionaries and support tools.
- Develop and maintain accurate system documentation.
- Provide technical leadership on database systems, interfaces and solutions.
- Provide individual mentoring and training on databases, interfaces and tools.
- Update database software/applications in accordance with any maintenance contracts pending or as necessary to keep systems within recommended version guidelines.
- Monitor software-licensing usage to avoid violations of concurrent licensing agreements and violations of copyright laws.
- Monitor and evaluate customization or development performed by outside consultants that may directly affect critical systems and applications.
- Implement and maintain a Business Continuity strategy with solution for the database environment, including the installation and configuration of database solutions and development of procedures and processes.
- Recommend, test, and evaluate new technologies, software tools, and required skill sets; recommend and implement improvements.
- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Information Systems or related field and seven (7) years experience in the administration of a medium to large corporate databases or an equivalent combination of education, training and experience. Experience with Windows Server, Linux, Oracle Applications (EBS), Oracle RDBMS, Oracle Grid Control, Oracle Enterprise Manager Microsoft SQL server, SQL Server Management Studio, MS SSIS, MS SSRS and Microsoft Server and Client OS a must. Experience with Microsoft Access, Storage Volume Managers, and Backup Strategies is highly desirable as well as software and hardware experience with clustering and high availability architectures.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must possess a thorough knowledge of data processing concepts, browser based technology, client server technology, Ethernet topology, transport protocols, electronic mail, communication servers, and database servers
- Working knowledge of data encryption techniques and database querying and management tools
- Excellent oral and written communication skills
- Excellent documentation skills
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence and judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed
- Using sound judgment and creativity in solving highly complex technical problems
- Evaluate, analyze, design and initiate appropriate actions. Provide proper advice and recommendations to managers and employees at all levels

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

AVP, Information Technology Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Database Administrator

Department: Information Technology

Date: December 6, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	3
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

AVP, Information Technology Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Human Resources

Department: Human Resources | Date: January 31, 2024

Title of Immediate Supervisor: Vice President of Human Resources | Pay Level: L32

POSITION SUMMARY: Facilitate, develop, implement and administer assigned Human Resources programs including talent acquisition, employee engagement and management of the Human Resources office.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the Greater Orlando Aviation Authority's (Aviation Authority) recruitment needs and establish expectations and timeframes for the employment and selection process.
- Facilitate, develop, implement and administer Human Resources strategies and programs for assigned areas. Align initiatives with department/ Aviation Authority's initiatives and objectives. Manage duties personally or through assigned staff.
- Identify the needs of the organization and measure the effectiveness of programs in assigned areas of responsibility; assist in driving improvement to Human Resources policies, practices and processes.
- Formulate and interpret policy and continuously update so all assigned programs are in compliance with federal, state, and local laws and regulations and Authority policy. Facilitate adherence to legal reporting requirements. Maintain up-to-date knowledge of industry trends and laws.
- Develop and implement effective and compliant strategies for attracting competent and qualified candidates; participate on interview panels, advise hiring managers as needed.
- Provide oversight of the Human Resources Information System.
- Oversee the maintenance of employee files and responses to Public Records requests in accordance with Florida Public Records law.
- Develop necessary resources, contacts and partnerships to aid in delivery of Human Resources strategies to the organization.
- Oversee daily Human Resources office operations.
- Administer programs for compliance, consistency, and equity throughout the organization.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Develop reports, interpret data and formulate responses.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Human Resources or related field, and seven (7) years progressively responsible Human Resources management experience in multiple disciplines; or an equivalent combination of education, training and experience. A Master degree and professional certifications preferred. Required experience includes: supervising Human Resources staff in various functional areas; solid experience in coaching, interviewing, and selection; compliance experience with related laws, regulations, policies and procedures. Experience working for a Florida public sector entity and experience with Florida Statutes regarding due process and public records is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated capability to work effectively at all levels of the organization, inspiring respect and credibility
- Ability to communicate clearly and concisely, in English, both orally and in writing
- Ability to organize and manage multiple projects, conduct research, analyze data and formulate recommendations
- Demonstrated ability to deal tactfully and confidently with internal and external customers.
- Strong negotiating skills
- Demonstrated ability to maintain the confidentiality of sensitive information
- Strong computer skills using Microsoft Office, Excel, Word, Access and other business applications with knowledge of HRIS systems (i.e. Oracle, ADP, etc.) required
- Multilingual skills a plus.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Human Resources certifications are desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4); indirectly supervises a staff of approximately two (2)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, minimal supervision
- Extensive latitude in initiative, judgment, and authority
- Interpret policy, law, bargaining unit contracts, etc.
- Develop strategic plans

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Human Resources

Department: Human Resources

Date: January 31, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Administrative Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Debt and Investments

Department: Finance | Date: August 5, 2022

Title of Immediate Supervisor: Director, Finance | Pay Level: L31

POSITION SUMMARY: Responsible for the administration and management of the Greater Orlando Aviation Authority's (GOAA) debt portfolio and investments, performing advanced financial analysis, and confirming GOAA maintains good standing with regulators, rating agencies, investors and other stakeholders.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Development and implementation of the GOAA's financing strategy.
- Administer the Aviation Authority's cash, investment, and debt programs within the guidelines established by state statutes, bond covenants, and Authority policies.
- Compliance with all debt covenants, continuing disclosure requirements, and federal, state and local reporting requirements
- Manage arbitrage rebate compliance process. Add certificates to the bond compliance checklist each fiscal year. Confirm that required reports are prepared, appropriate tax reports are filed, and payments are timely.
- Monitoring of the debt capital markets for financing opportunities
- Performance of complex financial analysis to support the Aviation Authority's financing strategy
- Execute debt financings to achieve the lowest possible cost of funding for the Aviation Authority initatives
- Coordinate all aspects of debt issuance including preparation of offering documents, review of bond and bank loan documents, performance of continuing disclosure requirements, and rating agency surveillance; confirm accuracy of related documents.Review, update and implement Post Issuance Tax Compliance Procedures including new projects when Non-AMT bond funding is being assigned, creating spend down plans for bond proceeds and monitoring bond projects for change in use.
- Work closely with financial advisors, bond counsel, underwriters, and others
- Preparation of materials for communications to investors, rating agencies, Executive Management or other stakeholders
- Monitor cash flow projections and investment balances to maintain that adequate available funds to meet cash requirements while receiving the optimum return on invested funds. Monitor daily cash to confirm sufficient liquidity and allocation of overnight investment; verify availability of cash for required distributions by the trustee.
- Manage the Investment Advisory Services contract and monitor the purchase and sale of investment instruments including but not limited to: liaison with Investment Manager(s), Trustees, Broker/Dealers (when necessary); prepare required information and provide to the Investment Manager for investment decisions; verify that investments purchased comply with policy and confirm proper settlement of investments.
- Manage the Authority's trustee and investment banking service relationships, review needs and make recommendations to automate banking service processes; confirm that only the agreed upon fees are being charged to the Authority.
- Monitor entries to the Investment Management System (Sympro) to maintain accuracy of data in reports; coordinate necessary upgrades or trouble-shooting of software issues.
- Review prepared monthly investment reports of the Authority's portfolio for distribution to management and semi-annual investment report for distribution to Finance Committee.
- Oversee and assist in cash and credit account reconciliations improvements including reviewing opportunities to automate the reconciliation process.

- Review and provide input for investment and debt related notes and supporting documentation to financial statements regarding required GASB disclosures.
- Assist with management of line of credit usage including review and approval of interest payments and preparation and coordination of line of credit draws.
- Assist with procurement process for professional services including but not limited to the preparation of requests for proposal documents, review of responses, and preparation of response summary documents.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Finance or Accounting and six (6) years experience in a related finance field including cash management, treasury and debt responsibilities, or an equivalent combination of education, training and experience. Experience issuing bond and continuing disclosure compliance required. Supervisory experience highly desirable. Experience streamlining cash disbursement and cash receivables processes; and lines of credit preferred. Individuals who have attained advanced degrees in a relevant field of study and/or applicable certifications (CTP, CFA, CPA, CGFO, CFP etc.) preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated supervisory and leadership skills
- Strong understanding of cash management including cash flow projections and cash position.
- Knowledge of treasury function including investments and debt (including loans/lines of credit/bonds).
- Strong research and analytical skills.
- Strong written and oral skills.
- Extensive computer skills and knowledge of Microsoft Office, must be familiar with a computerized general ledger system such as Oracle.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 1 employee.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Position has continuous projects and must be able to handle a great variety of tasks and responsibilities simultaneously. Efficient prioritization of daily and monthly work
- Work very independently, determining the application of complex financial issues and interpretation of agreements and policies
- Discretion is exercised and initiative is required.
- Review investment competitive pricing, prospectuses, correspondence, etc., and initiate appropriate action.
- Interface with professionals outside the Authority.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Chief Financial Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Debt and Investments

Department: Finance

Date: August 5, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting	X					2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Construction Accounting Specialist

Department: Finance

Date: August 15, 2018

Title of Immediate Supervisor: Manager, Finance

Pay Level: L20

POSITION SUMMARY: Perform professional accounting duties including database maintenance for project set up, budgets and expenditures, create and coordinate requisitions and purchase orders, reconcile of Oracle commitments, tracking and close completed projects. Provide support to management by researching and analyzing construction finance data on an as-needed basis. Change funding for purchase orders and expenditures to maximize spending external money.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

NOTE: Employees may not regularly perform all listed responsibilities and may normally focus on a few of those listed below. However, all employees in the classification are expected to be able to effectively perform all responsibilities to assist when needed, or to meet changing departmental workload needs, and to perform as back-up during absences.

- Set up requisitions and purchase orders in Oracle on new projects, including but not limited to, the mapping to the proper Construction Finance Oversight Committee (CFOC) sheet, cost center, and template for the account code after confirming appropriate authorizations have been obtained.
- Set up project funding in Oracle including the finance funded budget and the award budget.
- Responsible for adjusting purchase orders and expenditures for changes in funding
- Review Sunshine Committee and Aviation Authority Board agenda items to verify that appropriate funding is in place prior to committee/board action. Once the agenda item is approved, set up the commitment in the Oracle Budget Status Worksheet (BSWS) table.
- Coordinate with departments and consultants for funding eligibility related to the commitments for requisitions of goods to be procured by the Purchasing department and not awarded by Construction Committee.
- Close purchase orders by reducing project commitments to the actual expenditure amounts when the project is complete.
- Perform analysis and prepare schedules to assist management in effective decision-making.
- Prepare and distribute weekly/monthly management reports. The reports include, but are not limited to, projects that are nearing closeout and the amount of potential funds available to be returned to fund balance; pending project commitments list; reconciliation of Budget Status Worksheet commitments table to commitments in Oracle; accruals and interfund reconciliations; and reconciliation of awards not entered into projects.
- Prepare Sunshine Committee agenda items for management.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in accounting and three (3) years related experience, or an equivalent combination of education, training and experience. Experience that includes fund accounting, grant funding allocations, major capital project budgets and expenditures is highly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must be thoroughly knowledgeable on spreadsheet software.
- Construction industry experience helpful.
- Experience in Excel and Oracle or other comparable electronic accounting systems.
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Must be able to determine when additional follow up or analysis is needed

- Must be able to manage multiple tasks and projects and adjust work schedule to meet deadlines
- Excellent attention to detail
- Good written and verbal communication skills; ability to effectively communicate with various levels of management and consultants

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Position has continuous projects and must be able to handle a great variety of tasks and responsibilities simultaneously and efficiently, including prioritizing of daily and monthly work.
- Work independently under moderate supervision, exercising considerable judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Construction Accounting Specialist

Department: Finance

Date: August 15, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting		X				2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Safety & Loss Prevention

Department: Risk Management & Safety — Date: September 1, 2023

Title of Immediate Supervisor: Vice President, Risk Management — Pay Level: L32

POSITION SUMMARY: Promote safety culture and awareness throughout the Aviation Authority's two airports. Evaluate, develop and implement risk-based health and safety programs, facility safety management practices, a loss prevention services and training to minimize operational and facility damage losses, occupational health issues, and accidents and injuries to airport employees and the public. Oversee Workplace Safety Program. Monitor, analyze and consult on company's risks that impact its safety and claims and its efforts to maintain compliance with relevant state and federal statutory and regulatory requirements. Areas of focus include but are not limited to: all aspects of GOAA-wide workplace safety initiatives, operations, transportation, facilities, conditions, Business Continuity Planning (BCP) activities, and emergency response.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversight of the comprehensive GOAA work place and facility safety management practices designed to prevent injury, occupational illness, and damage to property.
- Manage applicable GOAA policies and procedures related to safety & environmental standards and regulations, which may apply to departmental safety procedures, incentive programs, remediation, precautions, vehicles, equipment, and facility enhancements.
- Oversight of safety training objectives and initiatives provided by this department to various department staff to meet standards, regulations, and best practices.
- Promote and collaborate on a positive safety culture within all levels of the workforce and airport community; provide consultative support on safety related matters.
- Monitor GOAA compliance with safety practices using guidance from Occupational Safety & Health Administration (OSHA) and other workplace and facility regulatory requirements concerning safety. Conduct inspections, and act as liaison to regulatory agencies regarding compliance issues. Maintain appropriate statutory record keeping requirements. Collect, evaluate and analyze data relating to safety standards and compliance. Evaluate and implement other relevant standards that may enhance safe practices at GOAA.
- Assist the Vice President, Risk Management, to effectively enhance loss prevention and to provide executives with dashboard of best practices, trends, and measures taken to mitigate its risks.
- Develop and perform analysis of incidents, accidents, hazards, complaints, and losses arising from various occupational and operational risks (air quality, infectious disease, HAZMAT, etc.) and summarize issues from a loss prevention or mitigation perspective. Determine corrective actions and improvements to any deficiencies of facility management or safety practices.
- Maintain effective working relationships with safety managers from airlines, tenants, vendors, and contractors within the airport community and department leadership to facilitate airport-wide safety culture achieve positive safety-related results.
- Provide support to System Safety Program Plan (SSPP) for the Automated People Mover System (APM) required by the State of Florida, and Safety Management Systems (SMS), and other working groups that address safety..
- Serve on the SSPP Working Group. Participate in safety meetings of all GOAA departments; be involved with and assist in coordinating drills and other safety activities. Work with SSPP Management to assist as needed to confirm related policies, procedures and documents comply with statutes. Assist Construction Safety Coordinators as needs arise.
- Assist and support Business Continuity Planning in exercises and continuity of operations as it relates to safety.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Risk Management, Occupational and Health Safety, Business Administration or a related field and seven (7) years of experience in a leadership role for varied safety programs or initiatives, regulatory compliance (OSHA, NFPA, etc.), industrial/construction safety, or an equivalent combination of training, education and experience. Airport experience, and/or environmental compliance desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of fall protection, control of hazardous material, confined spaces, job hazard analysis, hazard communication, workplace accident prevention, investigation and reporting, proactive safety culture management, accident and claims reduction
- Strong organizational, writing and presentation skills to support development and implementation of safety programs.
- Understanding of team dynamics, creating effective teams, and organizational change principles
- Decision-making ability in critical safety situations
- Computer skills in Word, Excel, and Power Point and Outlook
- Ability to communicate effectively at all levels of the organization
- Negotiation skills to define, analyze and resolve differences among GOAA employees and departments and maintain workplace safety compliance
- Excellent driving record
- Ability to recognize risks and hazards and act appropriately in response to the situation
- Self-motivated to plan and carry out responsibilities independently
- Ability to effectively manage multiple projects and work activities simultaneously
- Ability to remain calm and focused in stressful situations involving life safety

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

The following certifications are required at time of hire or must be obtained within 12 months:

- OSHA 10-Hour & 30 Hour OSHA Certification required
- One certification from Safety Alliance Council's programs (COSS, COSM)
- Or one certification from Board of Certified Safety Professionals (CSP, SMS, ASP, OHST, CHST, STS, STSC)
- National Incident Management System (NIMS) Certification in 100, 200, 300, 700 and 800

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision. Substantial level of initiative, discretion, judgment and authority
- Ability to educate, report on, and recommend actions on risk management, safety, and loss preventive matters to a variety of staff from labor workers, management, and executives
- Interpret policy, laws & regulations, contracts, etc.
- Make decisions regarding safety. Develop solutions for unusual problems. Responsible for management of program administration

- Manage multiple projects with a wide variety of tasks, determining priorities

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/ VP	Date	Chief Financial Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt	**Shift Premium:** N/A
EEO Category: Professionals	**Rotating Shift:** N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Safety Programs

Department: Safety & Risk Management

Date: September 1, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/VP Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Procurement Agent (IT)

Department: Procurement Services | Date: May 17, 2024

Title of Immediate Supervisor: Senior Manager, Purchasing | Pay Level: L24

POSITION SUMMARY: Purchase materials, supplies, equipment, and services in a timely fashion and of a quality and price consistent with the Greater Orlando Aviation Authority (Aviation Authority) needs and in accordance with good purchasing principles and ethical standards. Procurement frequently involves high-value purchases, are complex, and many are formally solicited advertised solicitations. Position activities include, but are not limited to market research, specification development, locating vendors, solicitation processing, negotiation, price analysis, value analysis, award determination or recommendation, authorization document development, award and purchase order processing, and contract management. This position is primarily assigned to information technology (IT) projects.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare solicitation packages for all procurement methods, such as Request for Quotations (RFQs), Invitation for bids (IFBs), Request for Proposals (RFPs), Invitation to Negotiate (ITN), Request for Qualifications (RFQ-CCNA) and all Professional Services Requests for Competitive Proposal (RFCP's) as well as Contract Amendments for Engineering and Construction (Capital) Projects, with the goal of getting the best value for dollars spent consistent with Aviation Authority needs and in accordance with good purchasing principles and ethical standards.
- Obtain quotes, bids, and proposals and negotiate prices, terms, discounts, services, delivery, and transportation with vendors as appropriate. Responsibility is primarily for complex information technology projects, all of which are formally advertised, of high dollar value, and with performance periods spanning multiple years. Evaluate quotes, bids and proposals, prepare award documents, and sign those within signatory limit. Coordinate alternative actions with requestor when budgetary restrictions, sourcing problems, availability, or time constraints impact the procurement.
- Maintain Contract File Master in central records. Update specifications to Contract documents and statement of work to reflect amendments and scope changes. Provide required documents to Contract Administrator.
- Review requisitions to verify all proper documentation has been provided and adequate funding is available. Obtain necessary clarifications or approvals, process documents as required. Enter Standard Purchase Orders into Oracle as required for Contracts.
- Review and refine purchase descriptions, specifications, and statements of work for use in major purchase solicitations. Requires in-depth understanding of crafting complex specifications to enhance competition. Coordinate with requesting department, Owner's Authorized Representative (OAR), project managers to confirm drawings and specifications are completed within timeframe to meet required deadlines.
- Prepare solicitations in accordance with Authority Policy and Procedures and applicable codes, laws and statutory requirements. Initiate procurement through formal advertisement when appropriate. Conduct market research to identify suppliers and construction materials, to assist customers in obtaining product information, and to develop a broad vendor base.
- Advise and assist customers in using the eProcurement system to submit projects for solicitation. Resolve delivery problems with Material Control and payment concerns with Finance.
- Establish and maintain effective working relationships with the Information Technology Department, including the Project Controls Team.
- Facilitate, prepare agendas, and attend project related meetings including pre-solicitation and pre-bid meetings, bid and proposal openings, and other meetings with vendors and customers as needed.
- Perform review of formal solicitation submissions for required information, perform pricing analysis, and conduct thorough reference checks. Facilitate staff evaluation team meetings for award recommendations. Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly.

RESPONSIBILITIES (continued)

- Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly. Meet with the AAR on a regular basis to discuss any Contract issues. Review payment requests and work with AAR and Contractor to obtain any documents needed to keep the Contract in compliance.
- Meet with the AAR on a regular basis to discuss any Contract issues. Review payment requests and work with AAR and Contractor to obtain any documents needed to keep the Contract in compliance.
- Facilitate contractual conflict resolution to include identification of conflict source, development of corrective action plan, and monitor progress of action plan up to and including Contract termination if required.
- Verify expired Contracts include all required documentation and update the master file.
- Confirm assigned work is performed in a timely fashion.
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, Public Administration or a related field and four (4) years of progressively responsible work experience in procurement, Supply Chain Management, or an equivalent combination of education, training and experience. Experience must include two (2) years of soliciting bids and proposals and the use of formal advertising for major items and services. Experience should include extensive experience with projects solicited under the Florida Statutes Section 287. Experience processing solicitations in an e-procurement system required. Procurement experience in the public sector is required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of the solicitation and award process for major I.T. purchases of commodities, equipment, and services using invitations for bid and requests for proposal
- Working knowledge of specification, statement of work and purchase description development
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration
- Familiarity with State of Florida Contracts, and statutes pertaining to public procurement
- Excellent interpersonal, verbal and written communication skills and able to effectively interact with internal and external customers
- Basic negotiation skills
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint, etc.)
- Working Knowledge of Oracle and e-procurement
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Remain current in knowledge of procurement principles; Authority policy, procedures, methods and accepted operational processes; demonstrate proficiency in their practical application

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO), NIGP-Certified Procurement Professional (NIGP-CPP), or Certified Professional Public Buyer (CPPB), Certified Construction Manager (CCM) or an equivalent certification required at time of hire or within two (2) years of hire/promotion

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Works independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Assistant Vice President, Procurement	Date
Vice President, Procurement	Date	Vice President, Human Resources	Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Procurement Agent (IT)

Department: Procurement Services Date: May 17, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Procurement Services Date

Human Resources - Compensation Date

Senior Business Opportunity & Exchange Administrator

Department: Business Opportunity and Exchange
Date : September 29, 2025

Immediate Supervisor: Assistant Vice President, Business Opportunity & Exchange
Pay Level: L24

POSITION SUMMARY : Assist in the management and coordination of the overall Business Opportunity & Exchange participation and compliance activities. Manage the contract development and compliance of Business Opportunity & Exchange participation requirements for the complex Engineering and Construction contracts. Responsible for identification, analysis and reporting on Business Opportunity & Exchange participation and compliance. Review and approve staff analysis on bids, proposals and other compliance requirements. Draft new/alternative contract requirements to maximize Business Opportunity & Exchange participation.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist in the management and coordination of overall contract compliance for the Business Opportunity & Exchange Department. Review and approve staff analysis on bids, proposals and other compliance issues. Identify and coordinate with Director on complex issues with Prime vendors or agency departments.
- Manage the contract development and compliance of Business Opportunity & Exchange participation requirements for the complex Engineering and Construction contracts.
- Responsible for identification, analysis and reporting on Business Opportunity & Exchange participation for Professional Services Committee, Construction Committee and Authority Board agendas.
- Review and approve goal language for Request for Proposals (RFP) and contracts for appropriate Business Opportunity & Exchange /representation for DBE/MWBE/LDB/VBE enterprises. Draft new/alternative contract requirements to maximize Business Opportunity & Exchange participation.
- Validate and coordinate the collection of data used to monitor and report Business Opportunity & Exchange business participation. Identify and resolve data discrepancies; maintain and evaluate tracking reports for PEC, Concessions and Good and Services.
- Review Letters of Interest and Statements of Qualifications for compliance and report findings.
- Coordinate with Concessions, Purchasing and other departments as assigned during the preparation or review and processing of contract documents; validate appropriate representation of DBE/MWBE/LDB/VBE enterprises.
- Assist in the development of strategic initiatives and processes with Engineering, Construction, Concessions and Purchasing to solve issues, negotiate, provide alternate solutions and maintain appropriate participation, communication and implementation of the Business Opportunity & Exchange in these departments.
- Attend Construction Committee, Professional Services Committee, Board Meetings and other meetings as assigned by Director to address Business Opportunity &

Exchange inquiries. Represent the department in the discussion of Business Opportunity & Exchange data analysis, program processes and outcomes.
- Develop and coordinate with Director the reporting requirements of the DBE and ACDBE annual and tri-annual achievement to Federal Aviation Administration (FAA) and respond to inquiries from FAA. Perform statistical analysis for the development of goal achievements, using census data and other reports. Prepare documentation for legal review and presentation for public hearings.
- Provide staff guidance and education to department staff and contractors.
- Assist Director in the assignment of work; overseeing the quality, quantity and timeliness of work performed; confirming compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions.
- Review and approve the reconciliation of the department's procurement card.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor degree in Business Administration, Public Administration, Finance, Construction Management or a closely related field and four (4) years experience in Business Opportunity & Exchange program development and contract management and compliance responsibilities and or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong working knowledge of Federal, State and Local policies related to MWBE, LDB, SBE and SDVOBE and Business Opportunity & Exchange programs
- Knowledge of contract development and negotiation principles and practices; knowledge of contract specification writing; ability to read and interpret contract and solicitation documents
- Excellent analytical, problem solving and negotiation skills
- Working knowledge of Microsoft Office suite, IPro, Data Management System and similar software preferred
- Must possess a strong layperson's knowledge of engineering and construction means and methods, and management principles
- Demonstrate professionalism and leadership; strong communication skills; ability to interact with Authority staff, contractors, small businesses, and representatives of government/regulatory agencies
- Ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent attention to detail
- Leadership skills preferred

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently under moderate supervision, exercising high level of independent judgement and discretion
- High level problem - solving skills
- Make emergency decisions
- May be responsible for the quality and quantity of work and methods
- Manage multiple projects with a wide variety of tasks, determining priorities

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP Date	Vice President, Business Opportunity & Exchange Date
Chief Administrative Officer Date	

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Senior Business Opportunity & Exchange Administrator

Department: Business Opportunity & Exchange Date: September 29, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle	X					3
General Office Equipment (Computer, Copier, Fax, etc.)					X	2
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Facility Assets Coordinator

Department: Maintenance

Date: April 25, 2023

Title of Immediate Supervisor: Manager, Facility Assets

Pay Level: L20

POSITION SUMMARY: Develop and maintain the high end System responsibilities of the Centralized Maintenance Management System (CMMS). Support the day-to-day operations of this system and its users. Operate under the objectives of the Asset Management Program (AMP) which will support maintenance functions and assets management functions at Orlando International Airport, Orlando Executive Airport and the Hyatt Hotel.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Establish the craft's work orders using Maximo applications (Job Plan, Preventative/Predictive Maintenance, Routes, Locations and Assets) for maintenance schedules on each major asset type
- Review work order data entry completeness for record keeping.
- Expand and maintain storerooms and inventories that will support EAM/CMMS.
- System expert for the Asset Management System software and train others in the use and operation of the Maximo EAM/CMMS, and Mobile software.
- Generate system designed reports for end users and asset managers.
- Support the in-house warranty claims process.
- Analyze, identify and resolve problems in the CMMS error codes.
- Review work order data entry completeness for record keeping.
- Prepare inspection criteria (both in-house and contractor-developed) for distribution to the asset inspections.
- Tabulate scores and condition assessments for the purpose of input into the CMMS.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree or IBM Maximo Functional Certificate and three years' experience, or a Trades Vocational certificate with five years' experience in a craft to include data entry/ processing, building maintenance, purchasing, inventory, planning and estimating.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of latitude and longitude coordinate systems, similar to ESRI GIS and Maximo Spatial.
- Demonstrated ability to thoroughly understand and operate the IBM CMMS by Maximo.
- Demonstrated ability to analyze, plan and coordinate complex projects.
- Must have good oral and written communications skills.
- Good interpersonal skills with the ability to function effectively in a diverse work place.
- Basic knowledge of project scheduling, efficient time management, contract monitoring, and use of communication devices required.
- Intermediate computer skills to Microsoft Office Suite and basic understanding of project management software.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion.
- Establish priorities to maximize productivity and efficiency.
- Routine technical decisions/analysis

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Vice President	Date
Department Vice President	Date	Chief of Operations	Date
Vice President of Human Resources	Date		

FLSA: Non-Exempt
EEO Category: Technicians
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Facility Assets Coordinator

Department: Maintenance

Date: April 25, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Assistant Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Procurement Agent (Capital Projects)

Department: Procurement Services | Date: April 25, 2024

Title of Immediate Supervisor: Senior Manager, Purchasing | Pay Level: L24

POSITION SUMMARY: Purchase materials, supplies, equipment, and services in a timely fashion and of a quality and price consistent with the Greater Orlando Aviation Authority (Aviation Authority) needs and in accordance with good purchasing principles and ethical standards. Procurement frequently involves high-value purchases, are complex, and many are formally solicited advertised solicitations. Position activities include, but are not limited to market research, specification development, locating vendors, solicitation processing, negotiation, price analysis, value analysis, award determination or recommendation, authorization document development, award and purchase order processing, and contract management. This position is primarily assigned to engineering and construction projects.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare solicitation packages for all procurement methods, such as Request for Quotations (RFQs), Invitation for Bids (IFBs), Request for Proposals (RFPs), Invitation to Negotiate (ITN), Request for Qualifications (RFQ-CCNA) and all Professional Services Requests for Competitive Proposal (RFCP's) as well as Contract Amendments for Engineering and Construction (Capital) Projects, with the goal of getting the best value for dollars spent consistent with Aviation Authority needs and in accordance with good purchasing principles and ethical standards.
- Obtain quotes, bids, and proposals and negotiate prices, terms, discounts, services, delivery, and transportation with vendors as appropriate. Responsibility is primarily for complex engineering and construction projects, all of which are formally advertised, of high dollar value, and with performance periods spanning multiple years. Evaluate quotes, bids and proposals, prepare award documents, and sign those within signatory limit. Coordinate alternative actions with requestor when budgetary restrictions, sourcing problems, availability, or time constraints impact the procurement.
- Maintain Contract File Master in central records. Update specifications to Contract documents and statement of work to reflect amendments and scope changes. Provide required documents to Contract Administrator.
- Provide knowledgeable recommendations regarding the choice of different construction project methods, including Design-Bid-Build (DBB), Design-Build (DB), and Construction Manager at Risk (CMAR).
- Review requisitions to verify all proper documentation has been provided and adequate funding is available. Obtain necessary clarifications or approvals, process documents as required. Enter Standard Purchase Orders into Oracle as required for Contracts.
- Review and refine purchase descriptions, specifications, and statements of work for use in major purchase solicitations. Requires in-depth understanding of crafting complex specifications to enhance competition. Coordinate with requesting department, Owner's Authorized Representative (OAR), project managers to confirm drawings and specifications are completed within timeframe to meet required deadlines.
- Prepare solicitations in accordance with Aviation Authority Policy and Procedures and applicable codes, laws and statutory requirements. Initiate procurement through formal advertisement when appropriate. Conduct market research to identify suppliers and construction materials, to assist customers in obtaining product information, and to develop a broad vendor base.
- Advise and assist customers in using the eProcurement system to submit projects for solicitation. Resolve delivery problems with Material Control and payment concerns with Finance.
- Establish and maintain effective working relationships with the Engineering and Construction Departments, including the Project Controls Team.
- Facilitate, prepare agendas, and attend project related meetings including pre-solicitation and pre-bid meetings, bid and proposal openings, and other meetings with vendors and customers as needed.

RESPONSIBILITIES (continued)

- Perform review of formal solicitation submissions for required information, perform pricing analysis, and conduct thorough reference checks. Facilitate staff evaluation team meetings for award recommendations. Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly.
- Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly. Process Request for Change Orders (RCOs) from contractors, Field Change Orders (FCOs) from internal customers and Owner's Authorized Representatives (OARs).
- Meet with the Project OAR and/or AAR on a regular basis to discuss any Contract issues. Review payment requests and work with OAR and/or AAR and Contractor to obtain any documents needed to keep the Contract in compliance.
- Facilitate contractual conflict resolution to include identification of conflict source, development of corrective action plan, and monitor progress of action plan up to and including Contract termination if required.
- Verify expired Contracts include all required documentation and update the master file.
- Confirm assigned work is performed in a timely fashion.
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, Public Administration or a related field and four (4) years of progressively responsible work experience in procurement, Construction Management Supply Chain Management, or an equivalent combination of education, training and experience. Experience must include two (2) years of soliciting bids and proposals and the use of formal advertising for major items and services. Experience should include extensive experience with projects solicited under the Florida Consultant's Competitive Negotiation Act (CCNA), Florida Statutes Section 287.055. Experience processing solicitations in an e-procurement system required. Procurement experience in the public sector is required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- General knowledge of a variety of Engineering and Construction (Capital) projects to understand procurement activities and requirements
- Working knowledge of the solicitation and award process for major purchases of commodities, equipment, and services using invitations for bid and requests for proposal
- Working knowledge of specification, statement of work and purchase description development
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration
- Basic negotiation skills
- Familiarity with State of Florida Contracts, and statutes pertaining to public procurement
- Excellent interpersonal, verbal and written communication skills and able to effectively interact with internal and external customers
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint, etc.)
- Working Knowledge of Oracle and e-procurement
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Remain current in knowledge of procurement principles; Authority policy, procedures, methods and accepted operational processes; demonstrate proficiency in their practical application

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO) or Certified Professional Public Buyer (CPPB), Certified Construction Manager (CCM) or an equivalent certification required at time of hire or within two (2) years of hire/promotion

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Works independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	AVP, Procurement Services	Date
Vice President, Procurement Services	Date	Vice President, Human Resources	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Procurement Agent (Capital Projects)

Department: Procurement

Date: April 25, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Procurement Services Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Material Management Specialist

Department: Procurement Services | Date: September 19, 2024

Title of Immediate Supervisor: Assistant Manager, Material Management | Pay Level: L18

POSITION SUMMARY: Prepare and distribute daily cycle count lists and review reordering reports for multiple warehouses. Assist with daily and year-end inventories and discrepancies, inventory and ordering reports, re-stocking quantities, file/records maintenance, and HazMat responsibilities. Update vendor and stock item data in the Greater Orlando Aviation Authority (Aviation Authority) Financial System, develop reports to support Material Control and process internal documents.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities, such as regular attendance at the job, are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare and distribute daily cycle count lists to storekeepers and resolve discrepancies following established guidelines.
- Review the re-ordering reports for stores items and evaluate to determine the correct quantities needed for restocking.
- Assist with daily activities as assigned and with the year-end physical count of the stores items. Investigate and resolve inventory discrepancies for year-end count.
- Process Purchase Orders and coordinate shipping costs with requestors.
- Enter new items into the Master File and the manufacturer parts file, and audit entries.
- Process vendor and item number creation and maintenance activities in the Authority's financial system.
- Perform weekly inspection of the HazMat shed and maintain log as required.
- Serve as back-up for disposal of hazardous and non-hazardous materials with an approved vendor and maintain appropriate disposal records.
- Remain current in material management principles, theories, procedures, methods and processes and in the use of Authority's financial software.
- Coordinate with requestors and vendors to return damaged or excess inventory items, ordered incorrectly or incorrectly shipped from the vendor.
- Expedite past due Purchase Orders.
- Coordinate with the staff at the East Warehouse with regard to cycle counts of janitorial supplies.
- Work with staff at the East Warehouse to ensure all pick requests are signed for and processed correctly.
- Submit ordering for janitorial supplies stored at the East Warehouse based on usage, vendor tendencies, current demand, and future projections.
- Maintain inventory of boarding passes, baggage tags, and thermal paper stored at East Warehouse.
- Process internal and external requisitions accordingly for the Material Management and Procurement Departments.
- Enter new item categories and stock classes into the system; edit existing categories and stock classes as directed.
- Enter yearly service requisitions for the copy machines in the Material Management and Procurement Departments and create service receipts to process the invoices throughout the fiscal year.
- Properly file all new vendor information forms and W-9s for suppliers in the Finance folder for universal Aviation Authority access.
- Coordinate with the Cost Control Department regarding freight cost processing on purchase orders.
- Maintain inventory at the Beeline Warehouse for specified tiling and fabric items for the Interiors Department.
- Coordinate with vendor on the recycling of used lamps and bulbs, arrange pickup and submit purchase order release in the system accordingly to pay invoice.
- Coordinate with both the JBT and JSM companies regarding inventory availability, new item requests, obsolete items, and item information updates.

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in a related field and two (2) year work experience in a material management related function, or an equivalent combination of education, training and experience. Experience with computerized inventory management system required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of material management processes involving the ordering, storage, management and issuing of goods
- Demonstrate an understanding of warehousing and distribution work flow
- Excellent verbal and written communication skills are required
- Intermediate computer skills including data entry and knowledge of Microsoft Office. Knowledge of Oracle and Maximo financial systems desired
- Knowledge of inventory concepts and practices
- Must possess good planning and organizational skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Hazardous Waste Management certification upon hire or within one (1) year of hire

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercise independence regarding inventory maintenance under general supervision
- Make routine decisions following established guidelines/procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Vice President, Procurement Services Date

Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Material Management Specialist

Department: Procurement Services

Date: September 19, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	3
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	3
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing					X	3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Procurement Services Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Senior Production Technician

Date: February 16, 2015

Department: Public Affairs

Grade/Level: Non-Exempt; L20
Rotating Shifts: No

Title of Immediate Supervisor: Manager, Public Affairs

Shift Premium: No

POSITION SUMMARY: Coordinate, develop and provide expertise on audio, video and display systems setups. Monitor and maintain technical systems operation for public presentation and media productions handled through the Public Affairs Department. Provide AV support for GOAA special events. Provide AV technical support on and off property for public presentation and briefings. Provide technical and production support to ensure creatively and technically sound Board meeting presentations. As the Senior Technician, provide guidance and assistance to the Production Technician.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not to preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Provide the required level of support for GOAA audio, video and other technical systems presentations and productions handled through the Public Affairs department. Support may include analysis and planning; set-up; wiring/cabling; operating equipment; developing PowerPoint, DVD's, CD's, digital media, etc.; taking down following event; or providing advice and technical assistance. Support often includes overseeing maintenance crews assigned to a project, and the completion of related work orders. Determine specifications and advise management of equipment, personnel and supplies required for each presentation/production.
- Provide technical and creative support to ensure excellent Board meeting presentations. Integrate presentations from various sources; evaluate and make recommendations to ensure best use of media and equipment. Confirm that all equipment is working at peak efficiency.
- Coordinate acquisition and transportation of needed equipment to ensure on-time production, both on- and off-airport property
- Provide a variety of technical assistance for community events, airlines and community/business partners, film/production crews, and occasional community service assignments
- Set up rooms and equipment for Sunshine meetings in accordance with legal requirements
- Photograph or produce digital/video recording of GOAA announcements and events.
- Develop PowerPoint presentations for GOAA Board members and Executive staff as requested, and often accompany them to ensure the presentation is technically sound on the equipment provided.
- Prepare video and audio editing and reproduction.
- Oversee quality, quantity and timeliness of work performed by the Production Technician; ensure compliance with established policy, procedure and standards. Advise management of areas of concern.
- Establish and maintain an inventory of all Public Relations audio/video equipment and supplies. Develop and maintain department's extensive media archive, researching and recommending the most effective and efficient storage methods.
- Advise management of areas of concern and equipment upgrade recommendations.
- Provide for safety and security of work area.
- Perform other duties as assigned

EDUCATION /EXPERIENCE REQUIREMENTS:

Associate degree in electronics and five (5) years experience to include both technical and production work in the operation of systems related to sound reinforcement, video and audio production and control, and professional entertainment presentation systems; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Ability to problem-solve in a demanding environment, establish priorities, and efficiently plan work to meet deadlines
- Demonstrated understanding of the workings of analog, electronic and digital media
- Demonstrated ability to discern the compatibility of different forms of electronic equipment and digital media
- Creative skills to assist with media productions and video/photography
- Leadership skills to effectively provide oversight and direction to the Production Technician

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida drivers license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works independently under moderate supervision, exercising considerable judgment and discretion
- Responsible for extensive technical systems and equipment
- Must use good judgement in providing support equipment and systems that will enhance the presentation of GOAA programs to the public
- Coordinate closely with departmental scheduling to ensure timely response
- Make routine decisions related to prioritizing support requests and department response

APPROVAL SIGNATURES:

_____ _____
Immediate Supervisor Date

_____ _____
Manager Date

_____ _____
Department Director Date

_____ _____
Director of Human Resources Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Senior Production Technician
Department Public Affairs
Date February 16, 2015
Section 021

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting			X			2
Lifting A. __ 0 - 20 lbs.		X				3
B. __ 21- 50 lbs.		X				3
C. __ 50+ lbs.			X			3
Bending/Stooping		X				3
Pushing, Pulling, and/or Digging			X			3
Reaching over Head			X			2
Kneeling, Crawling			X			3
Climbing (ladders, stairs, hills)			X			3
Typing/CRT (attention to detail)			X			2
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing		X				3
Writing			X			2
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	1
Chemicals					X	1
Insects				X		1
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Use of GOAA Vehicle		X				3
Audio/Visual Equipment	X					3
General office equipment (computer, copier, fax, etc.)			X			3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Public Affairs (Production)

Department: Public Affairs | Date: August 9, 2024

Title of Immediate Supervisor: Assistant Vice President, Public Affairs | Pay Level: L30

POSITION SUMMARY: Oversee, design, develop, research, and write information for the public, including broadcast and print materials. Manage and coordinate film/video production for external networks and corporate organizations. Establish and maintain cooperative relationships with representatives of the community and represent the Greater Orlando Aviation Authority (Aviation Authority) on various committees, Boards, etc. Coordinate media staging area during emergency situations and serve as the mobile command unit liaison and coordinator.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversee, develop, copy, edit, and execute varied and integrated communications products including website, print publications, newsletters, online communications, media and public relations for special events as assigned.
- Provide oversight for feature length articles for trade publications and news releases.
- Monitor traditional and social media outlets for response and sentiment. Distribute daily "hot topics" documents for executive and Aviation Authority staff.
- Serve as the media spokesperson when assigned, organize press conferences, write remarks, and coordinate press responses. Provide the media with information regarding scheduled and breaking events, serve as designated contact for smaller community publications and the Executive Airport.
- Act as the mobile command unit liaison and coordinator for Public Affairs during emergency response.
- Handle on-call duties in rotation with other department members.
- Manage data and reports collected from monitoring accounts (such as TVeyes and other monitoring services) and provide analytical review of use and status for traditional and social media.
- Manage and coordinate film/video production for external network and corporate organizations.
- For assigned publications, research, select and develop content, write copy, prepare photographs and other graphics, prepare layout, and arrange distribution.
- Participate in emergency response and tabletop exercises; serve as on-site Public Affairs representative in the media staging area as required. Maintain knowledge of National Transportation Safety Board (NTSB) Airport Disaster Response & Family Assistance.
- Represent the Public Affairs department on a variety of boards and committees including; ANAC (Noise), COOP plan committee, Customer Service Advisory Council (CSAC), Orlando Executive Airport Advisory Board and Veterans Advisory Group for the Col Joe Kittinger award, and the Advanced Air Mobility group. Develop and update related brochures, develop media statements and other communication tools as appropriate.
- Serve as the special events producer, videographer, and photographer as assigned. Serve as liaison between production companies and the Aviation Authority, monitoring that all filming and photographic criteria are met.
- Create and develop special projects (information construction brochures, laminated pocket MCO fact cards, Aviation Authority animated Christmas cards and custom ornaments, Veterans plaque, etc.).
- Provide voice track and monitoring of recorded announcements throughout the airport as assigned.
- Responsible for an assigned portion of the overall presentation and execution of airport "Special Events".
- Manage and coordinate tours of the airport and with airline and airport tenant representatives.
- Administer library of historical and current airport photographs and slides.
- Manage the aircraft "spotter" program, verify those requesting special access to observe aircraft are properly documented and authorized.
- Responsible for the records management activities for the department.

- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Public Relations, Journalism, English, or Communications and six (6) years of public relations related work experience including media interaction, monitoring traditional and social media platforms, writing articles, releases, etc., or an equivalent combination of education, training and experience. Experience in industry outreach and emergency response preferred. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent verbal and written communication skills
- Strong analytical, writing, editing skills
- Advanced writing skills for conveying information to different audiences
- Skill in the use of graphics software desirable
- Strong Internet research skills, social media skills
- Ability to problem-solve in a demanding environment, establish priorities, and efficiently plan work to meet deadlines
- Creative skills to assist with media productions and video/photography
- Demonstrated attention to detail
- Creative skills to develop with media productions and video/photography
- Knowledge of inner workings of local news agencies and various types of media
- Ability to be available for emergency response and media coverage required
- Demonstrated discretion in dealing with media in a variety of situations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- NIMS 100 & 200 certifications within one year of hire/promotion into the position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervise a staff of approximately two (2) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- While working as "on-call" and media escort roles during an emergency response, responsible for giving accurate, timely information to news organizations without compromising security aspects of the organization or its tenants
- Works independently under limited supervision and general direction
- Makes decisions, including emergency decisions, in accordance with established policy
- Position requires the highest degree of accuracy and judgment when serving as Authority's liaison and official representative to the public and community, and providing media responses.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Sr Vice President, Public Affairs	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Mid-Level Officials and Managers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Public Affairs (Production)

Department: Public Affairs

Date: August 9, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Video and Camera Equipment				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Sr Vice President, Public Affairs Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Senior Revenue Control Specialist

Date: May 23, 2017

Department: Finance

Grade/Level: Non-Exempt; L20
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Supervisor, Revenue Control

POSITION SUMMARY: Responsible for invoicing and collection of revenue for the Authority in accordance with internal controls procedures, policies and agreements; monitoring and balancing receivable accounts; preparing monthly sales, federal excise and municipal utilities tax returns; and reconciling inter-fund transfers.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Coordinate with Commercial Properties, Concessions and other departments to facilitate invoicing of revenue
- Generate and review monthly rent invoices entered into the system by Commercial Properties, Concessions and other departments
- Generate invoices on a monthly basis for activity based and other miscellaneous revenues on a timely basis
- Monitor and balance receivables, maintain spreadsheet schedules, prepare direct pay requests and make adjustments to accounts receivable (AR) and general ledger (GL), as necessary, usually via journal entries
- Contact delinquent customers to resolve issues and to collect payments
- Document all collection efforts and work with other departments on resolving billing discrepancies
- Prepare monthly sales tax, gross receipts tax, excise tax and municipal utilities tax returns
- Reconcile monthly inter-fund transfers, prepare related journal entries and wire transfer requests
- Work with other departments to provide any information requested in the way of performance statistics, current status, and problem solving
- Generate reports from the Authority's accounting system to support invoices and collection of revenue and/or provide information to the general public
- Compile, summarize and analyze parking revenue activity and record related transactions to GL
- Cross train in all areas of AR in case of emergency, provide guidance and assist in training
- Prepare year-end schedules and assist internal and external auditors as needed
- Assist with the preparation of month-end and year-end schedules
- Assist with financial system application testing as needed and troubleshoot system error and issues
- Understand and follow the Authority's policies and procedures and the internal control designated for the Revenue Control Department
- Update departmental procedures and internal controls as required
- Perform other duties as assigned

EDUCATION / EXPERIENCE REQUIREMENTS:
Bachelor of Science or Bachelor of Business Administration degree in Accounting, or similar degree and two (2) years of related work experience, or an equivalent combination of education, training and experience. Collection experience preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must be familiar with computerized general ledger and accounts receivable accounting systems
- Extensive analytical skills
- Extensive knowledge of MS Office or similar software
- Ability to handle multiple responsibilities in various financial areas
- Ability to understand and carry out complex oral and written instructions
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors, and the general public; deal tactfully and courteously with employees and the general public
- Meticulous attention to detail
- Must possess a solid understanding of basic accounting concepts, practices and procedures

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license or identification card

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Prioritize daily and monthly work
- Utilize contractual framework to perform collection efforts in accordance with Authority policy and procedures
- Determine matters that are outside the normal policy and general office routines that must be referred to the supervisor

APPROVAL SIGNATURES:

_____ _____
Immediate Supervisor Date

_____ _____
Assistant Director Date

_____ _____
Department Director Date

_____ _____
Senior Director, Human Resources & Risk Management Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Senior Revenue Control Specialist
Department Finance
Date May 23, 2017
Section 111

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting	X					3
Lifting A. __ 0 - 20 lbs.					X	2
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)	X					3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

JOB DESCRIPTION

Job Title: Senior Administrative Assistant

Date: May 12, 2011

Department: Finance

Grade/Level: Non-Exempt; L16
Rotating Shift: No
Shift Premium: No

Title of Immediate Supervisor: Chief Financial Officer

POSITION SUMMARY: Provides administrative support to the Chief Financial Officer and Assistant Directors of Finance. Responsible for all office administration related activities of the Finance department, including overseeing the work of the Finance Aide.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Provides administrative support for the Chief Financial Officer, and Assistant Directors of Finance. Includes answering phones, organizing mail and correspondence; scheduling appointments and meetings, drafting and typing documents, processing travel documents, postage machine, office equipment leases, conference room scheduling, work orders, mail distribution, etc. Serves as back up to the Finance Aide.

- Receives incoming cash and checks, counting to confirm amount with department total (this is always done with another Finance employee for verification).

- Maintains tickler file and journal entry log for Finance department, ensuring required entries are included and issuing reminders/follow-up as necessary.

- Assists with coordination of request for proposal issuance and related contract documents. Circulates as required to obtain signatures and approvals.

- Reviews department payroll to ensure accuracy of information before submitting to payroll for transmission to ADP.

- Responsible for use and reconciliation of a procurement card.

- Maintains contract files for CFO. Prepares service receipts/direct pays as approved.

- Coordinates typing of Comprehensive Annual Financial Report (CAFR) and Quarterly Financial Statements binding and distribution.

- Oversees records management for the department. Remains familiar with current state laws, ensures the proper destruction/storage of all documents, and appropriate record retention.

- Custodian of Finance department fixed assets.

- Oversees/approves the work of the Finance Aide.

- Performs other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

One year of college with Business or Secretarial Core Courses and three (3) years experience in an office environment handling similar duties, or an equivalent combination of education, training, and secretarial experience.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Type 60 CWPM
- Proficient in Microsoft Word, Excel, and Outlook
- Strong organizational skills
- Demonstrated attention to detail
- Comfortable handling cash, good basic arithmetic skills

LICENSES REQUIRED:

- None

CERTIFICATIONS:

- None

SUPERVISORY RESPONSIBILITIES: (Indicate number supervised)

- None

LATITUDE AND/OR INDEPENDENT JUDGMENT: (Include examples of situations where this position might exercise independent judgment and make decisions.)

- Exercises considerable independence under general supervision
- Makes independent decisions following established guidelines/procedures
- Demonstrates good judgment in communicating with senior management, consultants, banks, airline officials and external auditors, tenants and other Authority departments regarding schedules, etc.
- Sets work priorities, makes office operations decisions.

APPROVAL SIGNATURES:

_____ _____
Immediate Supervisor/Chief Financial Officer Date

_____ _____
Executive Director Date

_____ _____
Director of Human Resources Date

Position Questionnaire - Supplement
Physical Requirements and Working Conditions

Position Title	Senior Administrative Assistant	Date	May 12, 2011
Department	Finance	Section	111

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant	- More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent	- 51-80% (4 1/2-6 hours per 8 hour day)
Frequent	- 21-50% (2 1/2-4 hours per 8 hour day)
Occasional	- 6-20% (1-2 hours per 8 hour day)
Rare	- 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking			X			2
Sitting	X					3
Lifting A. __ 0 - 20 lbs.			X			2
B. __ 21-40 lbs					X	2
C. __ 50+ lbs.					X	2
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head				X		2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**

Supervisor Comments:

Immediate Supervisor /CFO Date

Executive Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Capital Programs and IT Procurement

Department: Procurement Services | Date: October 18, 2024

Title of Immediate Supervisor: Senior Vice President, Procurement Services | Pay Level: L32

POSITION SUMMARY: Responsible for the management of Greater Orlando Aviation Authority's (Aviation Authority) capital programs and information technology acquisitions. Plan, organize, direct and coordinate the procurement activities including, but not limited to construction, engineering, planning projects, all miscellaneous purchases for capital programs, IT technology related software, materials, supplies, equipment and services, and additional projects as required. Develop, review, and update procurement strategies, policies, procedures and processes.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversee and coordinate the daily activities and workload of assigned procurement personnel, including the issuance of Invitations for Bids (IFB), Requests for Statement of Qualifications (RFSQ), Invitation to Negotiated (ITN) and Requests for Proposals (RFP), or other approved method of procurement. Confirm ethical and best practices are adhered to as it relates to all Procurement Services Department processes for compliance, consistency, and equity.
- Manage contracts, requisitions, Purchase Order and Blanket Purchase Agreement processing to maintain adherence to legal requirements and Aviation Authority financial and procurement policies and procedures, applicable codes, laws and statutory requirements, as well as ethical standards.
- Exercise the approval authority delegated to the position by the Aviation Authority through the Operational Policies (Section 450).
- Manage the pre-award/post-award Procurement Services Department functions such as negotiating complex procurements, drafting award recommendation memos and other award documents.
- Develop procurement strategies to accomplish assigned functions, meeting priorities, deadlines and goals. Evaluate requirements for scope of work, schedules, standardization, and other considerations. Assist staff in developing pricing and negotiation strategies.
- Design, develop and implement processes and procedures to improve the efficiency of the capital programs projects, Consultants Competitive Negotiation Act (CCNA) projects, Design Build projects and other assigned projects.
- Assist in the coordination of the development of specifications and statements of work for capital programs including planning, engineering, construction, and IT related goods and services to be purchased by the department and assist in determining the method of procurement.
- Supervise the review and maintenance of the contract and project files, as needed. Monitor files to confirm they are properly maintained to protect the Aviation Authority's interests and rights under each award and in accordance with applicable law and Aviation Authority policy.
- Attend planning meetings related to the competitive solicitation process for capital projects and monitor upcoming FF&E or OFM purchases for those projects.
- Manage FF&E or OFM purchases for capital projects in conjunction with Senior Purchasing Agents and other assigned personnel.
- Represent the Procurement Services Department in Appeals/Protests to recommendations of award.
- Keep department leadership informed through written and oral reports regarding the status of all projects, including capital and IT projects.

- Analyze and report specific performance measures relating to capital and IT projects, plus other assigned projects to identify and correct problematic trends and to communicate that analysis to Procurement Services, IT, Planning, Engineering and Construction leadership, as needed.
- Establish and maintain effective working relationships with the IT, Planning, Engineering and Construction Departments, including the project controls specialists, managers, Vice Presidents, Owner's Authorized Representative (OAR) as well as the Assistant Vice President, Project Controls.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions.
- Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly. Process Request for Change Orders (RCOs) from contractors, Field Change Orders (FCOs) from internal customers and Owner's Authorized Representatives (OARs), as needed.
- Meet with the Project OAR and/or AAR on a regular basis to discuss any Contract issues. Review payment requests and work with OAR and/or AAR and Contractor to obtain any documents needed to keep the Contract in compliance, as needed.
- Facilitate contractual conflict resolution to include identification of conflict source, development of corrective action plan, and monitor progress of action plan up to and including Contract termination if required.
- Provide leadership to staff to maintain optimal operation and performance of duties.
- Oversee the capital expenditure procurements for the hotel facility.
- Assist in the preparation of the annual budget for Procurement Services.
- Advise department leadership of issues requiring executive attention or assistance.
- Remain current in knowledge of procurement principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Promote and maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, Public Administration, Supply Chain Management or a related field, and seven (7) years of progressively responsible diversified work experience in procurement, of which five (5) years must have been in a management capacity leading a staff or an equivalent combination of education, training and experience. Experience must include ample experience with capital projects including IT, planning, construction and engineering. Experience processing solicitations in an e-procurement system required. Procurement experience in the public sector is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of the solicitation and award process for major purchases of commodities, equipment, services, planning, engineering and construction projects
- Knowledge of the Florida Consultant's Competitive Negotiation Act (CCNA), Florida Statutes Section 287.055 or other State's comparable regulations
- Extensive knowledge of specification, statement of work and purchase description development in capital programs with public sector experience preferred
- Familiarity with State of Florida or other States statutes pertaining to public procurement
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes and demonstrate proficiency in their practical application
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration

- Demonstrated analysis and problem resolution skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent verbal and written communication skills
- Intermediate computer skills with Microsoft Office programs required, working knowledge of Oracle and E-Procurement and ERP systems preferred
- Basic negotiation skills
- Demonstrated leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly Supervises a staff of approximately four (4) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision or direction. Substantial latitude in initiative, judgment, and authority.
- Responsible for decisions with high monetary impact.
- High-level negotiation skills.
- Rely upon experience and judgment to organize and plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Manage staff to include planning and administration of training, scheduling, and performance evaluation.
- Complete and oversee solicitations and award process.
- Prioritize workload within assigned area.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Financial Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Capital Programs and IT Procurement

Department: Procurement Services

Date: October 18, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

Senior Manager, Capital Projects - Finance

Department: Finance

Date : October 21, 2025

Immediate Supervisor: Assistant Vice President, Finance (Construction)

Pay Level: L31

POSITION SUMMARY : Responsible for the day to day management of the Construction Finance Oversight Committee (CFOC) meeting process through various tasks, including analyzing budget status worksheets, managing monthly reports, maintaining project files, preparing meeting minutes, updating tracking logs, collaborating with financial consultants, managing meeting agendas and materials, attending committee meetings, facilitating quorum presence, and distributing signed, approved meeting minutes for acceptance by the Aviation Authority Board.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide Strategic oversight for the preparation and review of the CFOC program budget status worksheets, ensuring accuracy, timely updates, and alignment with organizational financial systems (Oracle, Cost Tracker etc.). Resolve high-level discrepancies, and guide corrective actions.
- Direct comprehensive financial reviews comparing budget worksheets with month end reports, program control documents and other financial tools. Ensure financial integrity and identify trends, variances and risks requiring leadership attention.
- Oversee the preparation of Board memos and related documents for CFOC agenda items, ensuring content is complete, accurate, and strategically aligned with organizational priorities.
- Manage the Projects Created Each Fiscal Year, report and maintain the Projects Created file by updating it on a regular basis to identify Start-Ups that require CFOC review and approval.
- Oversee the timely preparation of meeting minutes agendas and support materials. Lead efforts to streamline governance workflows and enhance committee efficiency.
- Supervise maintenance of the CFOC Tracking Log and other records for audit readiness. Ensure alignment with financial posting timelines and board requirement requirements.
- Collaborate with financial consultants, program managers and other stakeholders to gather Estimates of Completion (EACs) and ensure accurate reporting.
- Lead logistical coordination of CFOC meetings, ensuring quorum, regulatory compliance, and availability of all necessary documentation. Act as senior liaison during meetings.
- Oversee the distribution and public posting of finalized meeting materials, including agendas and minutes, in SharePoint and to Board Services, ensuring transparency and stakeholder communication.
- Interpret complex agenda requests and ensure alignment with internal policies, governance standards, and external regulatory requirements.
- Provide leadership, training, and mentoring to junior staff involved in program finance, reporting, and administrative support.

- Support executive leadership by executing high-priority projects and other duties aligned with organizational goals.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Accounting, or closely related field, and five (10) years of work experience to include project administration, query/report building in relational databases, and the fundamentals of cost accounting, or an equivalent combination of education, training and experience. Experience in an airport or other public sector environment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong analytical skills and attention to detail to identify and rectify discrepancies.
- Proficiency in using financial software such as Oracle and Excel to manage and update reports.
- Knowledge of project management and ability to maintain files and update them regularly.
- Strong communication skills and ability to take accurate meeting minutes.
- Familiarity with database management and ability to update tracking logs regularly.
- Collaboration skills and ability to work effectively with financial consultants.
- Strong organizational skills and ability to prepare meeting agendas and materials.
- Administrative skills and ability to provide support to ensure that the meeting runs smoothly.
- Communication skills and ability to communicate effectively with committee members to ensure their timely attendance.
- Knowledge of SharePoint and ability to manage the distribution of meeting minutes and agenda to relevant stakeholders.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- N/A

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority.
- Determining which information from the previous meeting needs to be included in the meeting minutes to accurately reflect the proceedings and decisions made.
- Analyzing financial reports and identifying any discrepancies, determining appropriate steps to rectify them, and communicating findings to the relevant parties.

- Deciding on the best approach to maintain the Projects Created file, such as determining how often it should be updated and ensuring that it is accurate and up-to-date.
- Deciding on the best approach to manage the distribution of signed, approved meeting minutes, such as choosing the appropriate channels for distribution and ensuring that they are submitted to Board Services in a timely manner.
- Identifying the necessary materials and distributing them to the committee members in a timely and organized manner to ensure an effective meeting.
- Making decisions on how to provide administrative support to ensure that the meeting runs smoothly, such as coordinating with other staff or resolving any technical issues that may arise.
- Deciding on the appropriate communication methods to ensure that a quorum is present and committee members are informed about meeting logistics.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Chief Deputy Financial Officer	Date
Chief Financial Officer	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Manager, Capital Projects - Finance

Department: Finance Date: October 21, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other			X			3

SUPERVISOR COMMENTS: 10 Key Calculator

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Project Controls Specialist

Department: Engineering and Construction — Date: March 23, 2022

Title of Immediate Supervisor: Manager, Project Controls — Pay Level: L23

POSITION SUMMARY: Monitor and lead the processing of pay applications and invoices, confirming compliance with contract documents, GOAA policies and procedures, Florida State Statutes Prompt Payment Act, and federal and state grant requirements. Assist in the oversight of the processing of various engineering/ construction documents such as start-up packages, requests for proposal, invitations to bid, bids, change orders, and closeout documents. Manage the Construction and Engineering Box.com site. Work closely with consultants, contractors, external agencies and GOAA staff. Provide management support on a variety of public and project-related meetings. Assist management in the supervision of project administrative functions as required.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist management in the supervision of the review of invoices and preparation of project-specific pay applications, direct pays, and service receipts for assigned departments. Confirm payments are verified as specified in the contracts and confirm compliance with the GOAA's financial system requirements and policies, Florida State Statute, and regulatory or grant requirements. Verify that amounts paid and all required items, signatures, documentation and compliance are submitted; follow up as necessary. Advise on payment decisions when applications/invoices do not fit into established procedures. Develop new procedures for new regulations, when applicable. Maintain documentation as required.
- Lead the creation of requisitions within the Oracle Financial system for non-project related contracts and department services. Confirm payments are verified as specified in the contracts, and compliance is confirmed with the GOAA's financial system requirements and policies. Prepare year-end accruals for assigned accounts.
- Confirm that Project Managers have prepared, or independently had prepared when necessary, start-up packages in a timely manner so that project accounts and funding are in place prior to related approvals and billings. Assign project number, review accuracy of project type, procurement method, etc., and initiate start-up workflow in SharePoint for appropriate approvals, and forward to Finance. Train/assist new Project Managers in the process.
- Supervise the coordination of the project closeout process, which includes reviewing closeout manuals, checking for compliance to contract specifications and GOAA policies and procedures, and identifying and following up on incomplete items. Review prepared closeout letters for presentation to the Construction Committee, as applicable, to approve contractors' final payments. Supervise the preparation of the Certificate of Substantial Completion and other required documents, as needed. Analyze accounts to determine if available balances are to remain in the program, and note triggers to begin closeout process at the appropriate time. Analyze account following closeout to determine when contingency funds can be unencumbered.
- Monitor the administration of the Box.com website for sunshine agendas, professional invoicing submissions, project documents, and other communications. Authorize users, trouble-shoot the website for users from other departments, consulting firms, contractors, etc. Provide training and help guides for using the website.
- Monitor the administration of SharePoint folders for related Sunshine meetings and project administration/ project management folders. Create subfolders, shared folder queries, and authorize users as needed.
- Assign bid openings and supervise the preparation of agenda, sign-in sheets and tabulation sheets. Review and approve the preparation of the bid opening minutes and bid tabulation sheet prior to distribution.
- Monitor the recording secretary support of various Sunshine meetings, which may include the Construction Committee, Professional Services Committee, and Design Review Committee, including preparation and posting of committee agenda; attendance at committee meetings; preparation and publishing of minutes; and following meetings, confirmation that action items have been assigned and completed prior to the next meeting; preparation

of related correspondence; and maintaining current knowledge of GOAA Legislative Acts, Policies and Procedures, as related to the sunshine committees.

- Assist management in the supervision of the support tasks for the Professional Services Committee, including preparing agendas and minutes for pre-submittal and pre-proposal conferences; managing the related RFP/RFQ email box for Q/As and confirming responses are posted timely; processing and distributing Letters of Interest (LOIs) and Statements of Qualification (SOQs), verifying compliance with Florida State Statutes regarding public records exemption on financial records; performing reference checks for LOIs/SOQs, preparing related reports, and verbally presenting findings to the PSC at the meetings; drafting and distributing all related letters to proposers; following up with firms on outstanding documentation and maintaining appropriate review/approval of said documentation; and, posting all related updates to GOAA's website.
- Expedite change orders and field change orders and coordinate the signature process. May include drafting change orders for approval, confirming contract, GOAA policy and regulatory compliance. Confirm that field change orders are converted to approve change orders prior to closeout.
- Submit legal classified advertisements to the appropriate media and the GOAA website in a timely manner. Prepare required notification letters and coordinate with Project Managers so that deadlines are met. May draft advertisements for expiring contracts. Complete final review of advertisement prior to submitting, and confirm published documents are accurate. Determine appropriate dates to advertise based on Board schedule.
- Participate as assigned in department BCP, conversion to SharePoint, establishing procedures, etc.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Accounting, Computer Science or closely related field, and four (4) years of work experience to include project administration and fundamentals of cost accounting, or an equivalent combination of education, training and experience. Experience with a construction firm, consulting firm, law firm, in an airport or other public sector environment preferred. Experience with Sunshine meetings preferred. Construction Management at Risk/GMP experience is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of Microsoft Office systems, Visio, Adobe Acrobat Pro required
- Knowledge of Oracle Financial system, IPro database, and Document Management system (SharePoint) preferred
- Demonstrated knowledge of job costing and cost accounting
- Organizational skills to manage multiple and diverse activities and projects
- Able to interpret detailed information and provide analysis to senior management
- Excellent oral and written communication skills, as well as interpersonal skills
- Able to assist in the development and implementation of policies and procedures
- Demonstrated attention to detail
- Knowledge of related construction, design, legal and scientific terms is preferred

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May lead the work of staff and staff extension consultants

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under minimal supervision, exercising considerable judgment and discretion
- Interpret policy, contracts, laws, etc.
- Monitor compliance with policies, procedures, local, state and federal statutes
- Responsible for decisions with high monetary impact
- Use good judgment in making pay decisions when applications/invoices do not fit into the established procedures, and in releasing contingency funds
- May identify/establish new procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Project Controls Specialist

Department: Engineering & Construction

Date: May 4, 2017

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Senior Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Applications Systems Analyst Programmer (ECM)

Department: Information Technology | Date: August 23, 2018

Title of Immediate Supervisor: Assistant Manager, Business Automation | Pay Level: L29

POSITION SUMMARY: Responsible for analysis and development of process automation concepts and options, assessment of associated costs and benefits, preparation of automated systems and components acquisition documents or design and test documents, selected software development, and user training and sustaining support. These processes support multiple disciplines including: planning, engineering, operations and properties, and address both business and technical data. Assess software, product, or service (COTS or custom) capabilities and suggest alternatives considering cost and effectiveness.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Analyze and document processes or portions of processes that are identified as candidates for automation.
- Develop and document process automation concepts and options and assessment of their associated costs and benefits.
- Define detailed function, interface and performance requirements for selected automation options consistent with applications standard methodology.
- Prepare specifications for acquisition or development of automation systems and components, and prepare test plans and procedures as appropriate.
- For acquired systems and components (e.g. reports) developed in-house, prepare design documentation and conduct design reviews, code or configure software, prepare test plans and procedures and perform or observe tests as appropriate.
- Develop and maintain effective relationships with Information Technology customers and Information Technology team members.
- Provide ongoing support for products and related custom objects/processes created. Prepare training documents, conduct training sessions and provide continuing support.
- Perform product, system or component administration duties.
- Develop and maintain expertise in the use of products that constitute our environment and assist in the productivity of their area of support.
- Provide shared administrative support for in-house Linux and/or Windows platforms.
- Understand and use formal development and maintenance methodologies, standards and procedures.
- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Information Technology or a related field and five (5) years of recent experience designing and implementing Enterprise Content Management (specifically Microsoft SharePoint) solutions or an equivalent combination of education, training, and experience. Work experience to include: (1) developing and supporting large corporate applications (2) programmer writing/supporting business applications and/or (3) systems analyst. Solid knowledge of web application architecture, development and underlying technologies. Experience in business reporting, analytics and business information systems. Experience with Oracle or SQL database principles including ability to write and analyze complex queries. Requires experience in the administration of content repositories and records management.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong interpersonal relationship skills with a focus on teamwork, customer service and customer satisfaction in a sometimes stressful environment.
- Excellent verbal and written communication skills.
- Attention to detail, a self-starter and the ability to take initiative.
- Demonstrated ability to plan and manage multiple projects simultaneously.
- Demonstrated experience using one or more leading analysis and development methodologies.
- Able to work with customers and peers to elicit all requirements needed to implement capabilities
- Experience in all aspects of SharePoint Administration including Search, Content Hub and Record Center
- Experience with Office Web Application and Project Web Application Servers installations with SharePoint
- Solid understanding of system design and workflow analysis
- Ability to effectively analyze and evaluate issues and data challenges
- Able to troubleshoot error messages and performance problems
- Able to write KPIs and Workflows (to include notifications) to meet customer and internal needs
- Able to perform advanced configurations and build/maintain custom applications
- Able to modify objects, domains, database attributes and build object relationships
- Able to write custom queries for both search functions (data review) and Reporting Services including SSRS reports
- Demonstrated experience in developing and supporting large multi-tier applications and interfaces with various RDBMS (Oracle, SQL Server, and Access) on Windows environments with a technical understanding of file system structure.
- Demonstrate significant experience developing and supporting software solutions in Oracle PL/SQL or a comparable relational database platform
- Configuration and support IIS application servers and components
- Able to effectively integrate SharePoint with other systems.
- Ability to work on-call/weekends as needed to maintain critical operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Independent judgment for complex technical issues is required on a daily basis. Complete analysis, and make related presentations, weigh conflicting data/priorities and recommend actions, research issues and evaluate the resulting data
- Work independently with limited supervision or direction, substantial latitude in initiative and authority

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Chief Information Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Applications Systems Analyst Programmer (ECM)

Department: Information Technology Date: August 23, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Information Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior System Administrator

Department: Information Technology | Date: March 11, 2019

Title of Immediate Supervisor: Assistant Manager, Systems Administration | Pay Level: L29

POSITION SUMMARY: Implement, support, troubleshoot and manage all Windows-based data servers for the Authority. Include many facets of server and storage design, installation, management and security. Able to provide support, troubleshooting and management of Linux systems as necessary. Play a key role in the continued development and management of the server and storage infrastructure. Combine hands-on maintenance and system architecture design. Support a mid-sized LAN in a campus design. Provide administration and support for the server environment, including Microsoft Windows Server, Linux, Internet Information Server, VMWare virtual infrastructure, etc. May require support of Windows client systems and network infrastructure. Provide support and direction to System Administrators on assigned task.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Establish and maintain the security and integrity of the servers and storage.
- Coordinate the installation, relocation, maintenance, and repair of network servers, network interface hardware, peripheral equipment, printers, plotters, removable storage, scanners.
- Monitor the system management console for error conditions and overall performance, troubleshooting and resolving complex problems, proactively resolve potential issues and anticipate infrastructure needs. Perform all functions related to the configuration and maintenance of the server management software.
- Provide support and direction to System Administrators and may serve as lead on assigned task.
- Perform user maintenance including adds, changes and deletions as necessary and according to established guidelines.
- Establish, schedule and monitor all systems backups and reviews related logs.
- Enforce and assist in establishing security policies for system use. Monitor systems for illegal or unauthorized software installation. Establish and keeps current computer virus protection on the network servers and nodes.
- Establish and regulates server disk space allocation and utilization by users. Coordinate and resolve system usage conflicts between critical applications and/or peak hour conditions. Perform system tuning and optimization.
- Review emerging technologies and standards. Develop prototype demonstrations of promising, cost-effective and efficient new applications. Maintain a current knowledge of developments in both hardware and software to ensure that upgrades and installations are performed as efficiently as possible, including all relevant adjustments to system configuration, memory management, and other companion products.
- Establish the cataloging of installed equipment, software, repairs, maintenance and upgrades of server hardware and storage components. Prepare analytical reports and makes refurbishment recommendation based upon this historical inventory.
- Monitor software licensing usage to avoid violations of concurrent licensing agreements and violations of copyright laws.
- Implement domain security in accordance with established policies.
- Coordinate access by users to the Internet. Require compliance in the security of Authority networks and servers connected to the Internet.
- Adjust work schedule to include working late evenings and/or weekends when outage requirements dictate.
- Collaborate with management in the preparation of the Information Technology budget.
- Prepare status and reports to management as needed. Provide proper advice and recommendations to management and employees at all levels.

- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science or related field and seven (7) years experience in the administration of a medium to large corporate network to include high level experience in server application, installation and configuration, or an equivalent combination of education, training, and experience. Experience with Linux (Red Hat/Oracle) Windows 2008/2012/2016/2019 Server, Windows 7/8//10 and VMWare and VSphere required. Experience with the current Hewlett-Packard Enterprise line of servers and enterprise SAN equipment; CA Arcserve UDP; HP Openview, System Insight Manager, VMWare vRealize or other system management software, is highly desirable. Experience with server applications (ie: SQL Server, IIs, Exchange, SharePoint) is desired. Previous leadership experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Configuration and maintenance of certificate authorities is a plus
- Must possess a thorough knowledge of information technology concepts, client server technology, electronic mail, communication servers, and database servers
- Excellent verbal and written skills, including the ability to communicate effectively and work with others in a team environment.
- Excellent research and technical documentation skills
- Self-motivated with demonstrated ability to perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems
- Good organizational skills; ability to deal with multiple tasks and finish tasks in a timely manner.
- Ability to work effectively in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Able to identify business process improvement opportunities and escalate for evaluation, if applicable
- Demonstrate leadership skills
- Excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Microsoft MCITP, MCSA, MCSE or VMWare certification is desired
- Linux certification is desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision or direction, high level of latitude in initiative, judgment
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.
- Communicate abstract concepts or complex technical data, research of the resulting data

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Chief Information Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior System Administrator

Department: Information Technology Date: March 11, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	3
Chemicals					X	3
Insects					X	3
Heights, Confined Areas					X	3
Excessive Noise					X	3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Information Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Purchasing Agent (Goods & Services)

Department: Purchasing | Date: April 18, 2022

Title of Immediate Supervisor: Supervisor, Purchasing | Pay Level: L24

POSITION SUMMARY: Purchase materials, supplies, equipment and services in a timely fashion and of a quality and price consistent with Authority needs and in accordance with good purchasing principles and ethical standards. Procurements frequently exceed sixty-five thousand dollars ($65,000), can be complex and often require lengthy authorization processing. Position activities include, but are not limited to, market research, specification development, locating vendors, solicitation processing, negotiation, price analysis, value analysis, award determination or recommendation, authorization document development, award and purchase order processing

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare formal or informal solicitation packages with the goal of getting the best value for dollars spent consistent with Authority needs and in accordance with good purchasing principles, applicable laws, statutory requirements and ethical standards. Perform market research to gain an understanding of goods and/or services to be purchased, develop specifications, become proficient in assigned commodities, assist customers in obtaining product information, and develop a vendor base consistent with the needs of the associated procurement.
- Review and refine purchase descriptions, specifications and statements of work for use in major purchase solicitations. Requires in-depth understanding of crafting purchase specific specifications to enhance competition. Coordinate with requesting department to verify specifications and attachments are completed within timeframes to meet required deadlines.
- Obtain informal quotations, review for accuracy and negotiate prices, terms, discounts, services, delivery, and transportation with vendors as appropriate.
- Obtain formal bids and proposals. Responsibility is primarily for complex purchases, of high dollar value, that require multi-step approval/authorization processing. Review quotations, and assist in the preparation of award documents.
- Reviews requisitions for to ensure all back-up documentation is attached to support the procurement. Obtain necessary clarifications or approvals, and process documents as required.
- Create Standard Purchase Orders from approved requisitions as required. Create Blanket Purchase Agreements and Contract Purchase Agreements as required.
- Act as Lead for large furniture, fixtures and equipment (FF&E) purchasing activities for Airport Hotel and assist the Purchasing Supervisor with Construction projects; attend planning meetings, set delivery schedules, and follow up and expedite deliveries to meet the needs of long lead schedules; follow up on billing inquiries.
- Facilitates pre-bid meetings and bid opening meetings with vendors and customers as needed.
- Assist in the development of award recommendation memos, and prepare award documents.
- Coordinate alternate actions with requestor when budgetary restrictions, sourcing problems, availability, or time constraints impact the procurement.
- Advise and assist customers in using the Authority's procurement processes to obtain goods and services. Provide guidance to customers in purchase description development.
- Resolve delivery issues with Material Control and payment issues with Finance.
- Confirm assigned work is performed in a timely fashion.
- Maintain a high level of customer service for internal and external customers.
- Act as a mentor to purchasing agents.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field and four (4) years of progressively responsible work experience in procurement, or an equivalent combination of education, training and experience. Experience must include two (2) years of soliciting formal (sealed) bids/proposals. Experience processing solicitations in an e-procurement system required. Procurement experience in the public sector is required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of the solicitation and award process for major purchases of commodities, equipment, and services using requests for written quotations
- Remain current in knowledge of purchasing principles; Authority policy, procedures, methods and accepted operational processes; demonstrate proficiency in their practical application
- Working knowledge of specification, statement of work, purchase description development
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration
- Familiarity with State of Florida Contracts, and statutes pertaining to public procurement
- Excellent interpersonal, verbal and written communication skills and able to effectively interact with internal and external customers
- Intermediate to advanced Microsoft Office program skills (Word, Excel, PowerPoint, etc.) required, working knowledge of Oracle and an eProcurement system preferred
- Demonstrated analysis and problem resolution skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Basic negotiation skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO) or Certified Professional Public Buyer (CPPB) or an equivalent certification required at time of hire or within two (2) years of hire/promotion

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Chief Financial Officer	Date	Director, Human Resources	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Purchasing Agent (Goods & Services)

Department: Purchasing Date: April 18, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Applications Systems Analyst Programmer (GOAA Applications)

Department: Information Technology | Date: September 21, 2021

Title of Immediate Supervisor: Assistant Manager, Business Automation | Pay Level: L29

POSITION SUMMARY: Responsible for analysis of processes, development of process automation concepts and options, assessment of associated costs and benefits, preparation of automated systems and solution acquisition documents, design and test documents, application development, software installation, configuration and change management, and user training support. Preform website administration, site and content development. Assess software, product, or service capabilities and alternatives (COTS or custom) to make recommendations considering cost and effectiveness. Candidate will lead select development projects (mobile and desktop applications) and perform Project Management duties; including tracking and reporting on project status, resources (internal and consultant), and financial health.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop and maintain effective relationships with Information Technology customers and Information Technology team members.
- Analyze and document processes or portions of processes that are identified as candidates for automation.
- Develop and document process automation concepts and options and assessment of their associated costs and benefits.
- Define detailed function, interface and performance requirements for selected automation options consistent with applications standard methodology.
- Prepare specifications for acquisition or development of automation systems and components, and prepare test plans and procedures as appropriate.
- For acquired systems and components (e.g. reports) developed in-house, prepare design documentation and conduct design reviews, code or configure software, prepare test plans and procedures and perform or observe tests as appropriate.
- Developed solutions in-house; prepare design documentation and conduct design reviews, code or configure software, prepare test plans and procedures and lead team, perform and observe tests as appropriate.
- Provide website administration of Authority sites.
- Create and update websites, develop and update pages and content.
- Provide ongoing support for custom objects/processes created.
- Establish and maintain consistent, repeatable processes/methodologies for Configuration and Change Management for development projects.
- Prepare training documents, conduct training sessions and provide continuing support.
- Lead selected projects (mobile and desktop applications) and perform Project Management duties as required such as tracking and reporting on project status, resources (internal and consultant), and financial health.
- Perform other duties as directed, including but not limited to system or component administration duties.
- Develop and maintain expertise in the use of products that constitute our environment and assist in the productivity of their area of support.
- Provide shared administrative duties for in-house Linux and/or Windows platforms.
- Understand and use formal development and maintenance methodologies, standards and procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Information Technology, or related field and five (5) years professional level work experience to include: (1) developing and supporting large corporate applications (2) programmer writing/supporting business applications and/or (3) systems analyst, or an equivalent combination of education, training and experience.

Also required are strong development experience with the following:

- Website administration
- UI design,
- Java/J2EE,
- Database (MS SQL, MySQL, and Oracle),
- HTML5,
- Web technologies; experience with mobile application architecture, enterprise applications architecture, frameworks and development methodologies with solid programming abilities in one or more of the following: Java/J2ME/J2EE, Objective C/Cocoa framework, SWIFT, Xamarin, K2 Blackpearl or Five, Datasplice, iPhone/iPad SDK or Android application development; and experience designing software through all phases of the software development lifecycles.

Experience working with XML, JSON, AJAX, Angular JS, C#, .Net, JQuery, JavaScript, and Web Services is preferred. Experience with the following technologies is desired; beacon and IoT devices, Sharepoint or other Content Management Systems (CMS), reporting and analytic tools (such as Tableau or SplashBI), MS IIS, image editing tools, MS Access, MS Project Server, are desired. Experience providing prototypes / proof-of-concepts to the business (content) owners and users is recommended.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Solid understanding of system design and workflow analysis
- Experience developing and supporting large multi-tier applications and interfaces with various RDBMS (Oracle, SQL Server, Access) on Windows environments
- Strong interpersonal relationship skills with a focus on teamwork, customer service and customer satisfaction in a sometimes stressful environment
- Proven track record on managing successful projects, exhibiting good judgment
- Excellent organization skills; demonstrated ability to prioritize and effectively handle multiple projects
- Excellent verbal and written communication skills
- Attention to detail, a self-starter and the ability to take initiative
- Demonstrated ability to plan and manage multiple projects simultaneously
- Experience using one or more leading analysis and development methodologies (such as Agile)
- Excellent understanding of best practices in Object Oriented programming, design patterns,
- Ability to work on-call/weekends when necessary to maintain critical operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Independent judgment for complex technical issues is required on a daily basis. Complete analysis, and make related presentations, weigh conflicting data/priorities and recommend actions, research issues and evaluate the resulting data
- Work very independently with little supervision or direction, substantial latitude in initiative and authority

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Applications Systems Analyst Programmer (GOAA Applications)

Department: Information Technology

Date: September 21, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Capital Programs and IT Procurement

Department: Procurement Services | Date: October 18, 2024

Title of Immediate Supervisor: Senior Vice President, Procurement Services | Pay Level: L32

POSITION SUMMARY: Responsible for the management of Greater Orlando Aviation Authority's (Aviation Authority) capital programs and information technology acquisitions. Plan, organize, direct and coordinate the procurement activities including, but not limited to construction, engineering, planning projects, all miscellaneous purchases for capital programs, IT technology related software, materials, supplies, equipment and services, and additional projects as required. Develop, review, and update procurement strategies, policies, procedures and processes.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversee and coordinate the daily activities and workload of assigned procurement personnel, including the issuance of Invitations for Bids (IFB), Requests for Statement of Qualifications (RFSQ), Invitation to Negotiated (ITN) and Requests for Proposals (RFP), or other approved method of procurement. Confirm ethical and best practices are adhered to as it relates to all Procurement Services Department processes for compliance, consistency, and equity.
- Manage contracts, requisitions, Purchase Order and Blanket Purchase Agreement processing to maintain adherence to legal requirements and Aviation Authority financial and procurement policies and procedures, applicable codes, laws and statutory requirements, as well as ethical standards.
- Exercise the approval authority delegated to the position by the Aviation Authority through the Operational Policies (Section 450).
- Manage the pre-award/post-award Procurement Services Department functions such as negotiating complex procurements, drafting award recommendation memos and other award documents.
- Develop procurement strategies to accomplish assigned functions, meeting priorities, deadlines and goals. Evaluate requirements for scope of work, schedules, standardization, and other considerations. Assist staff in developing pricing and negotiation strategies.
- Design, develop and implement processes and procedures to improve the efficiency of the capital programs projects, Consultants Competitive Negotiation Act (CCNA) projects, Design Build projects and other assigned projects.
- Assist in the coordination of the development of specifications and statements of work for capital programs including planning, engineering, construction, and IT related goods and services to be purchased by the department and assist in determining the method of procurement.
- Supervise the review and maintenance of the contract and project files, as needed. Monitor files to confirm they are properly maintained to protect the Aviation Authority's interests and rights under each award and in accordance with applicable law and Aviation Authority policy.
- Attend planning meetings related to the competitive solicitation process for capital projects and monitor upcoming FF&E or OFM purchases for those projects.
- Manage FF&E or OFM purchases for capital projects in conjunction with Senior Purchasing Agents and other assigned personnel.
- Represent the Procurement Services Department in Appeals/Protests to recommendations of award.
- Keep department leadership informed through written and oral reports regarding the status of all projects, including capital and IT projects.

- Analyze and report specific performance measures relating to capital and IT projects, plus other assigned projects to identify and correct problematic trends and to communicate that analysis to Procurement Services, IT, Planning, Engineering and Construction leadership, as needed.
- Establish and maintain effective working relationships with the IT, Planning, Engineering and Construction Departments, including the project controls specialists, managers, Vice Presidents, Owner's Authorized Representative (OAR) as well as the Assistant Vice President, Project Controls.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions.
- Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly. Process Request for Change Orders (RCOs) from contractors, Field Change Orders (FCOs) from internal customers and Owner's Authorized Representatives (OARs), as needed.
- Meet with the Project OAR and/or AAR on a regular basis to discuss any Contract issues. Review payment requests and work with OAR and/or AAR and Contractor to obtain any documents needed to keep the Contract in compliance, as needed.
- Facilitate contractual conflict resolution to include identification of conflict source, development of corrective action plan, and monitor progress of action plan up to and including Contract termination if required.
- Provide leadership to staff to maintain optimal operation and performance of duties.
- Oversee the capital expenditure procurements for the hotel facility.
- Assist in the preparation of the annual budget for Procurement Services.
- Advise department leadership of issues requiring executive attention or assistance.
- Remain current in knowledge of procurement principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Promote and maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, Public Administration, Supply Chain Management or a related field, and seven (7) years of progressively responsible diversified work experience in procurement, of which five (5) years must have been in a management capacity leading a staff or an equivalent combination of education, training and experience. Experience must include ample experience with capital projects including IT, planning, construction and engineering. Experience processing solicitations in an e-procurement system required. Procurement experience in the public sector is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of the solicitation and award process for major purchases of commodities, equipment, services, planning, engineering and construction projects
- Knowledge of the Florida Consultant's Competitive Negotiation Act (CCNA), Florida Statutes Section 287.055 or other State's comparable regulations
- Extensive knowledge of specification, statement of work and purchase description development in capital programs with public sector experience preferred
- Familiarity with State of Florida or other States statutes pertaining to public procurement
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes and demonstrate proficiency in their practical application
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration

- Demonstrated analysis and problem resolution skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent verbal and written communication skills
- Intermediate computer skills with Microsoft Office programs required, working knowledge of Oracle and E-Procurement and ERP systems preferred
- Basic negotiation skills
- Demonstrated leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly Supervises a staff of approximately four (4) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little or no supervision or direction. Substantial latitude in initiative, judgment, and authority.
- Responsible for decisions with high monetary impact.
- High-level negotiation skills.
- Rely upon experience and judgment to organize and plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Manage staff to include planning and administration of training, scheduling, and performance evaluation.
- Complete and oversee solicitations and award process.
- Prioritize workload within assigned area.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Financial Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Capital Programs and IT Procurement

Department: Procurement Services

Date: October 18, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Financial Officer Date

Human Resources - Compensation Date

Senior Manager, Capital Funding

Department: Finance Date : November 6, 2025

Immediate Supervisor: Deputy Chief Financial Officer Pay Level:L36

POSITION SUMMARY : Coordinate compliance with the funding plan and eligibility for all construction pay applications and related professional services and purchase orders. Lead coordination with stakeholders such as executive project management, project controls construction and engineering, Owner Authorized Representatives (OAR's), and Project managers. Report monthly, quarterly and annually on compliance; develop management, narrative, and statistical reports.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Review eligibility and compliance of funding for planning, design, and construction items, ensuring adherence to federal, state, and Authority requirements, including 2 CFR Part 200 Uniform Administrative Requirements
- Develop, review, and improve internal control procedures related to funding compliance, cost reporting, forecasting, and invoice review
- Assign project funding based on scope of work and knowledge of pending funding streams including but not limited grants, Passenger Facility Charges, Customer Facility Charges, bonds, and Authority funds.
- Analyze the monthly project budget reports and oversee the funding to confirm that project funding ties to the Capital Improvement Plan.
- Provide guidance to the Construction Finance Section regarding construction funding, budgeting and operational issues. Coordinate and direct consultants, legal counsel and other GOAA departments on matters related to construction funding and/or budget status.
- Establish and maintain procedures so reports are reconciled and submitted for management review and sign-off as scheduled.
- Supervise the work of assigned staff. Participate in hiring, monitor time and complete performance evaluations. Recommend disciplinary actions in accordance with policy. Provide guidance and training to develop and improve the skills, knowledge and abilities of staff.
- Maintain proficiency in Oracle General Ledger, Oracle Accounts Payable and Oracle Purchasing.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or Business Administration with emphasis on accounting and three (10) years related experience, or an equivalent combination of education, training and experience. MBA or advanced degree desirable. Experience to include finance and supervisory responsibility. Experience with fund accounting and grant compliance and reporting required, utilization of sophisticated EBS software preferred.

Construction accounting experience preferred. Public accounting Single Audit experience preferred. Experience with Oracle preferred. Requires Oracle super user level proficiency within one year of employment.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of grant funding policies and procedures and applicable federal, state and local regulations is preferred.
- Strong knowledge and understanding of the Uniform Guidance and Office of Management and Budget Circular audit requirements, including OMB A-133 and 2 CFR 200.
- Current technical accounting skills including knowledge of GAAP, GASB and financial reporting practices for enterprise fund accounting preferred.
- Knowledge of COSO internal controls framework and Single Audit requirements for grants is preferred.
- Knowledge of COSO internal controls framework and Single Audit requirements for Passenger Facility Charges is desirable.
- Skilled in interpreting complex contracts and financings.
- Knowledge of commercial construction pay applications, retainage payable and GMP contracts desirable.
- Knowledge and experience of various financial areas and handling multiple responsibilities preferred.
- Strong written and oral skills.
- Strong computer skills including Microsoft office suite and extensive knowledge of spreadsheet software with demonstrated ability to create complex spreadsheets, graphs, charts or other reports.
- Demonstrated leadership skills
- Strong research, analytic and technical accounting skills
- Problem-solving skills, attention to detail and a high degree of proactive/reactive ability

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff to be determined.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work very independently with little supervision or direction determining the application of complex financial issues and interpretation of policy.
- Discretion is exercised and initiative is required.
- Responsible for continuous projects and must be able to manage multiple tasks and projects and adjust work schedule to meet deadlines.
- Review financial reports and correspondence and initiates appropriate action.
- Interface with professionals outside the Authority.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any

of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/Chief Deputy Financial Officer	Date	Chief Financial Officer	Date
Chief Financial Officer	Date		

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Manager, Capital Funding

Department: Finance

Date: November 6, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other			X			3

SUPERVISOR COMMENTS: 10 Key Calculator

Immediate Supervisor	Date	Human Resources – Compensation	Date

Senior Human Resources Generalist - Recruiting

Department: Human Resources Date : November 20, 2025

Immediate Supervisor: Manager, Human Resources Pay Level: L23

POSITION SUMMARY : Lead and drive full-cycle talent acquisition strategies to attract, engage, and retain top-tier talent across the organization. Serve as a subject matter expert in recruitment best practices, workforce planning, and market intelligence. Oversee complex requisitions, manage executive-level searches, and mentor junior recruiters to ensure consistency and excellence in delivery. Utilize advanced analytics to measure recruitment effectiveness, optimize processes, and influence strategic decisions.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage complex and executive-level searches, ensuring a high-touch candidate experience and timely delivery of top-tier talent.
- Oversee and manage the job posting process by ensuring accurate, compelling, and brand-aligned job descriptions are published across internal and external platforms, including career sites, job boards, and social media channels.
- Design and implement advanced sourcing strategies leveraging data analytics, social media, talent communities and pipelines to attract high-quality candidates.
- Develop and maintain recruitment metrics and dashboards to measure effectiveness, identify bottlenecks, and recommend process improvements.
- Enhance employer branding initiatives through targeted recruitment marketing campaigns, career site optimization, and participation in industry events.
- Ensure compliance with all applicable employment laws and internal policies, maintaining integrity and fairness throughout the selection process.
- Collaborate with HRIS and Talent Management teams to optimize applicant tracking systems, implement upgrades, and leverage technology for efficiency.
- Provide leadership and direction to the Recruiting Coordinator, delegating administrative tasks such as interview scheduling, offer letter preparation, background checks, and onboarding logistics.
- Establish and maintain efficient workflows for interview coordination, candidate communications, and new hire orientations, ensuring a seamless candidate experience.
- Perform other related duties as assigned to support organizational growth and talent objectives.

MINIMUM QUALIFICATIONS:

Bachelor degree in Human Resource Management or a related field, and five (5) years of Human Resources work experience, to include recruitment related responsibilities and organization development or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- General knowledge and understanding of Human Resources policies and procedures and employment law
- Excellent oral and written communication skills, strong presentation skills – ability to communicate effectively in English; multi-lingual skills preferred
- Good computer skills; able to work effectively in Microsoft Word, Excel, and Outlook required; knowledge of Talent Management System, and Applicant Tracking System (ATS) preferred
- Exhibit an understanding of e-learning techniques
- Ability to conduct different types of interviews and assessments
- Requires high degree of attention to detail
- Organizational skills to effectively prioritize work, multi-task and meet deadlines
- Demonstrated ability to work with confidential and sensitive information
- General knowledge of instructional and content design
- Ability to maintain professionalism and diplomacy at all times while interacting with the public and Aviation Authority management and employees

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Indirectly provide guidance and direction to one (1) coordinator.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Although procedures and most documents are standardized, judgement is required when talking to and evaluating applicants, when completing background investigations, and during the recruitment, interview and selection processes
- Work independently under moderate supervision

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date	Senior Manager, Human Resources Date

Chief Administrative Officer Date

FLSA: Exempt
EEO Category: Professionals
Manager Hours: 24

Shift Premium: N/A
Rotating Shift: N/A

Senior Human Resources Generalist - Recruiting

Department: Human Resources Date: November 20, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

Senior Manager, Maintenance Contracts

Department: Facilities | Date: November 18, 2025

Immediate Supervisor: AVP, Facilities Contracts | Pay Level: L30

POSITION SUMMARY: Responsible for the planning, organization, and management of airport wide interior and exterior terminal refurbishment projects for existing facilities from inception through completion. Provide leadership coordination to facilities teams involved in the overall facility appearance and improvements. Develop and oversee the administration of contracts relating to Interiors and Landscaping services for the overall appearance and upkeep of Orlando International Airport. Direct contract maintenance activities using a combination of in-house personnel and service contracts. Review proposed projects for interior finishes, exterior landscapes and hardscapes, maintaining compliance with all applicable standards and codes. Provide project management for landscaping, hardscaping and interior finishes including design reviews and acceptance of construction projects and maintain conformance of safety requirements and regulatory codes.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage the 24-hour Interiors/Landscaping operations, including development, modification, implementation, repair, and facilities projects for the following areas:
  - Floor finishes and coverings
  - Wall finishes and coverings
  - Window shading and hardware
  - Ceiling systems and treatments
  - Furniture selection and layout
  - Grass maintenance
  - Campus wide irrigation systems
  - Interior plants and trees
  - Aquarium maintenance
  - Holiday decorations
  - Other areas as determined by appropriate authority
- Monitor facility appearance and conditions; direct appropriate maintenance or contractor personnel to address any discrepancies noted; coordinate with other maintenance managers as needed.
- Identify maintenance needs, plan and organize projects, develop schedules, coordinate contract maintenance activities, and provide input for renewal and replacement programs. Monitor and control personnel requirements and performance, equipment and material needs, and budget expenditures to maintain effective and efficient maintenance of assigned areas.
- Continuously evaluate procedures and practices, create and update new goals, objectives and strategies, making recommendations to upper management for achieving high quality and quantity or work at the most reasonable cost.
- Perform routine site inspections of assigned areas to verify required services are being completed.

- Review, study, and interpret architectural drawings, plans, and specifications for proposed projects prior to the bidding process; review 'as-built drawings' for accuracy and completeness. Develop technical specifications, initiate the procurement process, and participate through contract award.
- Serve as the Authority's Authorized Representative (AAR) for the performance of specified contracts. Develop and
- oversee the administration of contracts relating to Interiors and Landscaping.
- Establish and confirm minimum standards for all building interior projects have been met. Verify compliance with applicable Federal, State, and local codes, OSHA standards and NFPA regulations, including compliance with FAR, FAA, and security regulations while operating in the airport operating areas.
- Survey new and existing buildings to verify compliance with approved plans and specifications, safety laws, and standards; make recommendations for major alterations, replacements, or repair work when warranted or where hazardous conditions exist.
- Plan the work of the Interiors and Landscaping areas; determine and establish manpower needs.
- Supervise employees in assigned areas. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity, and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and administer disciplinary action as needed. Provide for the safety and security of the work area.
- Investigate problems and develop solutions in area of responsibility. Confer with supervisory staff and interface with other GOAA departments, tenants, airlines, consultants, and contractors regarding Interiors related problems and resolutions.
- Responsible for the development and administration of department budgets for assigned areas.
- Remain current on all GOAA emergency response procedures and verify proper response as required.
- Establish and maintain records and reports appropriate to area of responsibility and complete other administrative duties as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor’s degree or an equivalent in-depth specialized training program that is directly related to the type of work being performed. Six (6) years’ experience in contract or project administration in a large-scale operations/maintenance organization or an equivalent combination of education, training and experience. Supervisory experience managing multiple alterations, maintenance, and construction projects required. Airport experience desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of building codes, electrical, mechanical, and plumbing systems is desirable
- Ability to read, understand, and enforce contract specifications, project documents and drawings on a performance-based contract
- Knowledge of federal, state, and local codes in assigned areas of responsibility.

- Able to effectively manage multiple projects simultaneously.
- Analytical and problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Intermediate computer-use skills, with emphasis on use of Microsoft Office programs required. Knowledge of Computerized Maintenance Management Systems, Geographic Information Systems, and Computer Aid Design programs are desirable
- Experience project scheduling, efficient time management, contract monitoring, and use of communication devices (two-way radios)
- Effective oral and written communication skills
- Demonstrated leadership and/or supervisory skills
- Ability to maintain professionalism and diplomacy at all times while interacting with Aviation Authority management, employees, and contractors
- Must be able, willing and available to work both standard and non-standard work schedules, including weekends, to accommodate airport operations

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees; indirectly supervises a staff of approximately five (5) employees, as well as indirect oversight of work performed by contracted personnel associated with all interior and landscaping contracts

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with minimal supervision or direction
- High level of latitude in initiative, judgment, and authority
- May require negotiating skills
- Coordinate operations and activities of projects in Construction, Landscaping, and Interiors, provide counsel for problems, evaluate performance and compliance with project and program objectives.
- Participate in decisions and development of procedures that affect the day-to-day operations of the Maintenance Interiors and Landscaping Division
- Interpret existing regulations and policies applicable to daily decision making for the Facilities Department
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, as well as hire, transfer, promotion, and termination of staff.
- Responsible for decisions with high monetary impact relating to all issues pertaining to the planning, use, and operation of assigned areas
- Interpret contract language

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or

may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Vice President, Facilities	Date
Chief Operating Officer	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Manager, Maintenance Contracts

Department: Facilities

Date: November 18, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking		X				3
Sitting			X			3
Lifting: 0 – 20 lbs				X		1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Payroll Specialist

Department: Finance

Date: October 12, 2018

Title of Immediate Supervisor: Manager, Finance

Pay Level: L20

POSITION SUMMARY: Process payroll and related payroll taxes. Prepare payroll journals, reconciliations and compliance reporting.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Process bi-weekly payroll for 800+ employees using ADP Workforce Now via Kronos time and attendance interface
- Investigate and resolve payroll issues/discrepancies by collecting and analyzing information; coordinate with internal departments, Human Resources and others as needed.
- Provide prompt responses to inquiries from management, employees and other departments.
- Calculate and process out-of-cycle checks as needed, such as manual checks for terminated employees and bonus checks
- Verify the accurate computation and pay for non-exempt and exempt employees, including miscellaneous pay, leaves of absence, overtime, retroactive pay, partial pay, working out-of-class, overpayments and terminations
- Maintain, design and run payroll related reports using ADP Workforce Now and Kronos
- Verify the accuracy of all time sheets, hours, earnings, accumulators, etc.
- Follow payroll policies and procedures, report and recommend needed changes. Identify and document issues/errors and resolutions for future reference and process improvement. Document and update current processes and procedures as required.
- Balance Kronos time sheets before transmittal to ADP and compare the ADP payroll reports to data submitted
- Prepare payroll journal entries, including the bi-weekly payroll entry, and import from ADP into Oracle General Ledger.
- Prepare monthly and fiscal year-end payroll accruals for proper recording of payroll expenses for expenditure analysis and financial reporting purposes
- Assist in the reconciliation of payroll related general ledger accounts and prepare journal entries required to adjust the General Ledger
- Prepare payroll related wire transfers and requests for payments to vendors
- Comply with local, state and federal laws and regulations, and Authority policies relative to payroll and employee compensation taxable withholding. Keep informed and up-to-date on changes in tax and deduction laws that apply to the payroll process. Perform research, interpret and report related findings of the Federal and State payroll laws and Authority policies.
- Verify accuracy and timely filing of the 941 quarterly payroll tax returns, W-3 and W-2 forms
- Maintain and protect payroll operations by keeping information confidential
- Assist with testing interfaces during software upgrades
- Monitor outstanding checks to adhere to escheat property laws
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting and two (2) years payroll processing experience, or an equivalent combination of education, training and experience. Experience with ADP Workforce Now, Kronos and customs reports preferrred. Must have experience processing payroll for 500+ employees. Experience processing payroll for Firefighters desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of payroll, payroll related taxes and compliance with local, state and federal payroll/tax regulations, including Fair Labor Standards Act (FLSA) rules
- Must be detailed oriented, accurate and have time management skills
- Must be able to work under strict deadlines and be reliable
- Familiar with Bloomberg BNA – Payroll Administration reference library
- Knowledge of garnishment, child support and levy processes
- Advanced skills in Microsoft Office, experience with financial, payroll and timekeeping system
- Must possess strong interpersonal skills to deal tactfully and courteously with employees and the general public
- Ability to handle and prioritize multiple responsibilities and work in a changing environment
- Must be able to work independently as well as in a team environment
- Ability to understand and carry out complex oral and written instructions
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors, and the general public

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Payroll Professional certification desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works independently under moderate supervision, exercising considerable judgment and discretion
- May be responsible for routine analysis, interpret policies and procedures and have limited problem resolution.
- Deals with customers, internal department and external vendors within established guidelines

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Department Manager	Date	Department Assistant Director	Date
Department Director	Date	Chief Financial Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Payroll Specialist

Department: Finance

Date: October 12, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Air Service and Development

Department: Marketing & Air Service Development — Date: July 20, 2023

Title of Immediate: Assistant Vice President, Air Service — Pay Level: L29

POSITION SUMMARY: Manage Orlando International Airport (MCO) Air Service (ASD) and Business Development in assigned areas. Facilitate the development of opportunities for the airport and airline..

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage both the MCO air service development(ASD) and business development (BD) functions of markets/airlines as assigned by the Sr. Director Marketing and Air Service Development.
- Develop ASD & BD plans including short and long-term strategic objectives for assigned areas.
- Identify passenger air service needs and opportunities for the Central Florida region to expand or add new service
- Travel to assigned airline headquarters to develop relationships and present MCO air service development route opportunities.
- Represent MCO at air service development industry meetings and corporate business travel conferences as assigned.
- Develop and manage targeted air service development task forces as required for ASD needs
- Build and enhance relationships with the business community, economic development groups, bi-national chambers of commerce and governmental agencies to increase support for air service development efforts.
- Collaborate with the sales and marketing teams of airlines serving MCO to preserve existing routes and relationships, while providing new leads and introductions to community partners and businesses to increase Orlando originating traffic.
- Identify, create and develop marketing strategies for MCO new airlines and underperforming markets to increase awareness of those air services in the MCO catchment area.
- Responsible for co-maintaining an internal database of Central Florida businesses and their travel needs. Identify new business leads for the database through networking, event participation, meetings, referrals and media outlets.
- Manage memberships as assigned to insure membership benefits are realized.
- Seek and identify partnerships and marketing opportunities for the airport and airlines serving MCO with the objective of increased public exposure for the airlines and the airport.
- Coordinate and manage MCO onsite airline visits with other GOAA departments, CBP, TSA, ground handlers and others as requested of airlines within assigned portfolio.
- Identify and creates events/opportunities for MCO to host airline network/route planners in Central Florida and manage those events
- Identify, establish and maintain working relations with the MCO Airline Station Managers and acting as a liaison between the airlines and GOAA to convey issues that affect their MCO air service.
- Supervise assigned employee(s). Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise Assistant Director of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Respond to ASD & BD inquiries
- Perform other duties as assigned

.

MINIMUM QUALIFICATIONS:

- Bachelor degree in Business, Marketing, Aviation management or related and six (6) years of professional experience in aviation marketing, air service development, economic development, or airport/airline management, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to work, function and perform at a high level of competency in a dynamic work environment with constantly changing priorities; demonstrated leadership skills
- Ability to manage multiple projects and keep staff informed in each area of responsibility
- In-depth knowledge of regional businesses community
- In-depth knowledge of tourism and economic development industry
- In-depth knowledge of aviation/airline industry desired
- Advanced working knowledge of and experience with software including MS Office and Customer Resource Management (CRM) products
- Strong communication and presentation skills
- Strong research and analytical skills
- Strong creative skills
- Knowledge of a foreign language(s) desirable
- Able and willing to travel up to 25% of the time

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's License
- Valid U.S. Passport

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May supervise one (1) or more employee(s) in assigned area

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work with high degree of independence with little supervision or independence – substantial latitude in initiative, judgement, and authority
- Evaluate, analyze, design and initiate appropriate actions
- Judgement required in identifying opportunities and creating/executing marketing strategies
- Exercise judgment in prioritizing completion of simultaneous projects
- Analyze customers and determines most effective methods of establishing/maintaining relationships

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP Date

Sr. Vice President, HR Date

Chief Development Officer Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Air Service & Development

Department: Marketing & Air Service Development Date: July 20, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
GOAA/Personal Vehicle				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Development Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Security Compliance Specialist

Department: Security | Date: July 1, 2019

Title of Immediate Supervisor: Supervisor, Security Compliance | Pay Level: L16

POSITION SUMMARY: Maintain compliance with security regulatory requirements and provide guidance to airport tenants, construction project teams, and contracted security personnel and airport guests regarding security compliance issues. Conduct inspections of airport property to assess compliance to minimum standards pursuant to Federal Regulations contained in 49 CFR Part 1542 and maintain security area operations and protocols in support of the Airport Security Program (ASP). Provide security related training as necessary throughout the airport community to help maintain security compliance standards. Respond to security compliance related incidents to address appropriately and in a timely manner.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Maintain compliance with Federal Regulations and the ASP by performing regular inspections of airport property including, but not limited to, confirming access points, X- ray and magnetometer equipment, alarms and entry security control systems, and facilities such as the Central Receiving and Distribution Center comply with regulatory requirements; report noted deficiencies
- Review tenant construction project scope documents for compliance with 49 CFR Part 1542 and the ASP as assigned by Supervisor; may confer with design teams, consultants, contractors, and appropriate GOAA departments as needed to facilitate review; complete review checklist and submit to Supervisor. Monitor changes and verify regulatory compliance standards are being met and perform final inspections of project deliverables as they relate to security.
- Perform access control system and alarm testing and acceptance for security related infrastructure installations, renovations or upgrades.
- Perform joint testing and inspections with Transportation Security Administration (TSA) Inspectors to address vulnerabilities in order to find mutually beneficial solutions to mitigate findings and elevate security processes and procedures.
- Conduct new hire orientation training for contracted security staff in the policies and procedures for operating on airport property as well as security awareness, TSA regulations and the specific functions of their position.
- Observe contract security personnel for their efficiency and effectiveness in enforcing the ASP and employee screening policies; report noted deficiencies and assist in resolution.
- Assist in the development of policies and procedures for the Secure Area access operations
- Perform monthly airside concessionaire inspections of sharp objects and record sharps inventory.
- Provide immediate response to security compliance related issues on airport property to achieve proper resolution in a timely manner.
- Issue Security Violations as appropriate for compliance related violations of the ASP or other regulatory requirements; log and track violations for historical and trending analysis.
- Provide security awareness training as needed; recommend training, such as active shooter and other security related situational awareness training; assist with coordination and setting up training.
- Maintain data in reports, logs, and other documentation as required for the ASP, regulatory policies and other compliance standards.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in a Security related discipline and two (2) years security compliance related experience, preferably in an airport environment, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Computer proficiency to include a working knowledge of Microsoft Office such as Word, Excel and PowerPoint
- Knowledge of TSA security requirements
- Understanding of airport operations to include operational, security and maintenance issues
- Good oral and written communication skills and proficient in English, multilingual skills desired
- Ability to effectively and professionally interact with various Authority staff, contracted staff, tenants and airport guests
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Ability to pay attention to detail and meet deadlines; organizational skills
- Must be able to act effectively in highly stressful situations
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under general supervision
- Make independent decisions following established guidelines/procedures
- May interpret departmental rules, regulations, policies, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Manager	Date
Department Manager	Date	Department Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Protective Service Worker
Shift Premium: Yes
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Security Compliance Specialist

Department: Security

Date: July 1, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting				X		2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	2
Chemicals					X	2
Insects				X		2
Heights, Confined Areas					X	2
Excessive Noise				X		3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Analyst, Parking Revenue

Department: Parking Operations | Date: February 1, 2023

Title of Immediate Supervisor: Manager, Parking Operations | Pay Level: L20

POSITION SUMMARY: Confirm controls external to the Parking Revenue Control System (PRCS) are in place and enforced to capture all revenue. Analyze the data provided by the Parking and Ground Transportation Systems Auditor, the Parking Revenue Analyst, the parking operator's daily and quarterly audits, and the secondary audits. Define, recommend and implement procedures to address the control risks identified in the analysis of all parking data generated by the department and parking operator. Provide management reports of the department's revenue control performance, identified risks, and recommended remedies.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Analyze parking activity to determine risk exposure of parking revenue loss due to procedural deficiencies, lack of compliance with revenue control processes, or other related factors.
- Identify reporting requirement changes based on risk exposure found in data generated by the Parking and Ground Transportation Systems Auditor and parking audits.
- Analyze the data generated by the PRCS. Generate activity reports to analyze operator performance and refer to the Parking and GT Systems Auditor any system performance issues found during the audit.
- Analyze and reconcile contractor invoices and supporting documents to minimize errors or discrepancies. Verify invoices are within approved budget limits and contractual requirements.
- Monitor parking contractor's adherence to approved policy and procedural standards in relation to revenue collection
- Audit tickets ("secondary audits") and review exceptions to be sure they are legitimate and have been correctly processed and recorded. Determine the scope and sample size of each audit
- Review validations to validate their legitimacy, and that GOAA has received appropriate payment
- Participate in annual parking revenue and expense budget development
- Complete daily audit of the license plate recognition systems
- Perform trending analysis
- Work closely with the Parking and GT Systems Auditor in researching discrepancies and with the Manager, Systems Construction in system testing and reconciling reports.
- Train and may assist the Parking Revenue Analyst at times
- Develop and maintain management and departmental reports, including Historical OIA Parking statistics.
- Primary contact for parking revenue, contractor budgetary issues and invoice processing
- Perform financial analysis and audit functions
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Associate degree in Accounting and/or Business, and three (3) years experience in accounting and system auditing or an equivalent combination of education, training and experience. Experience specific to parking finance and system reporting (PRCS in particular) is strongly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Computer skills – proficient in Microsoft Word and Excel

- Knowledge and thorough understanding of Parking Revenue Control Systems (PRCS) reporting, determining which data fields should be used in various studies
- Strong analytical skills required to analyze available information and implement an appropriate action plan within established guidelines
- Attention to detail
- Ability to effectively multi-task under stressful conditions
- Effective communications skills, both verbal and written
- Demonstrated leadership skills
- Ability to establish and maintain effective working relationships with the airline support staff, general public, fellow employees and other members of diverse cultural and linguistic backgrounds

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Judgment used to analyze variety of data and assess risk/possibility of revenue loss; develop and recommend remedies
- Works independently under general supervision
- Makes independent decisions based on established policy

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Vice President	Date
Department Vice President	Date	Chief of Operations	Date
Vice President, Human Resources	Date		

FLSA: Non-Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Analyst, Parking Revenue

Department: Parking Operations Date: February 1, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Applications Systems Analyst Programmer (EAM)

Department: Information Technology | Date: September 17, 2018

Title of Immediate Supervisor: Assistant Manager, Business Automation | Pay Level: L29

POSITION SUMMARY: Responsible for analysis and development of process automation concepts and options, assessment of associated costs and benefits, preparation of automated systems and components acquisition documents or design and test documents, selected software development, and user training and sustaining support. These processes support multiple disciplines including: planning, engineering, operations, and properties, and address both business and technical data. Assess software, product, or service (COTS or custom) capabilities and suggest alternatives considering cost and effectiveness.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Analyze and document processes or portions of processes that are identified as candidates for automation.
- Develop and document process automation concepts and options and assessment of their associated costs and benefits.
- Define detailed function, interface and performance requirements for selected automation options consistent with applications standard methodology.
- Prepare specifications for acquisition or development of automation systems and components, and prepare test plans and procedures as appropriate.
- For acquired systems and components (e.g. reports) developed in-house, prepare design documentation and conduct design reviews, code or configure software, prepare test plans and procedures and perform or observe tests as appropriate.
- Develop and maintain effective relationships with Information Technology customers and Information Technology team members.
- Provide ongoing support for products and related custom objects/processes created. Prepare training documents, conduct training sessions and provide continuing support.
- Perform product, system or component administration duties.
- Develop and maintain expertise in the use of products that constitute our environment and assist in the productivity of their area of support.
- Provide shared administrative support for in-house Linux and/or Windows platforms.
- Understand and use formal development and maintenance methodologies, standards and procedures.
- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Information Technology, or related field and five (5) years of recent experience designing and implementing Maximo solutions, or an equivalent combination of education, training and experience. Work experience to include: (1) developing and supporting large corporate applications (2) programmer writing/supporting business applications and/or (3) systems analyst. Solid knowledge of J2EE web application architecture, development and underlying technologies; Experience in business reporting, analytics and business information systems; Experience with Oracle or SQL database principles including ability to write and analyze complex queries; Working knowledge of SOA are preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Experience in all aspects of Maximo EAM Administration
- Solid understanding of system design and workflow analysis
- Strong interpersonal relationship skills with a focus on teamwork, customer service and customer satisfaction in a sometimes stressful environment.
- Excellent verbal and written communication skills.
- Attention to detail, a self-starter and the ability to take initiative.
- Demonstrated ability to plan and manage multiple projects simultaneously.
- Demonstrated experience using one or more leading analysis and development methodologies.
- Demonstrated experience in developing and supporting large multi-tier applications and interfaces with various RDBMS (Oracle, SQL Server, and Access) on Windows or LINUX environments with a technical understanding of file system structure.
- Able to work with customers and peers to elicit all requirements needed to implement capabilities
- Ability to effectively analyze and evaluate issues and data challenges
- Able to troubleshoot error messages and performance problems
- Able to write KPIs and Workflows (to include notifications) to meet customer and internal needs
- Able to perform advanced screen configurations and building custom applications
- Able to modify objects, domains, database attributes and build object relationships
- Able to build classification/specification tables and other tables to facilitate the greatest level of data sorting
- Able to write custom queries for both search functions (data review) and custom reports (BIRT Report, Cognos or similar report writing tools)
- Able to produce technical designs and/or code for JAVA extensions; write Maximo custom classes
- Demonstrate significant experience developing and supporting software solutions in Oracle PL/SQL or a comparable relational database platform
- Configuration and support WebSphere application servers and components
- Demonstrate strong knowledge of JAVA development in Maximo and JAVA class file structure.
- Able to effectively integrate Maximo with other database systems.
- Able to work with the Email listener, MIF, and Service/ Material Request module to meet client needs.
- Able to write business rules using RulesManager product.
- Ability to work on-call/weekends as needed to maintain critical operations.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Independent judgment for complex technical issues is required on a daily basis. Complete analysis, and make related presentations, weigh conflicting data/priorities and recommend actions, research issues and evaluate the resulting data.
- Work very independently with little supervision or direction, substantial latitude in initiative and authority

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Chief Information Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Applications Systems Analyst Programmer (EAM)

Department: Information Technology

Date: September 17, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Information Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Administrative Assistant

Department: Public Affairs | Date: June 6, 2018

Title of Immediate Supervisor: Senior Director, Public Affairs | Pay Level: L16

POSITION SUMMARY: Provides administrative support to the Senior Director and project support for the Public Affairs department. Coordinate a broad range of activities, special events and projects.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide administrative support including, but not limited to, answer multiple department telephone extensions, maintain both physical and electronic filing systems, schedules and calendars, operate office equipment, type and draft correspondence, and process/distribute mail
- Monitor department budget, confirm correct allocation of funds and prepare related reports and analyses; verify contract invoices are correct and accurate before submitting for approval
- Provide meeting support for GOAA Art Committee, the Internal Communications Committee, and other meetings as assigned, including but not limited to taking minutes, schedule rooms, prepare agendas, prepare PowerPoint presentations, schedule presentation for committees, arrange travel schedules, etc.
- Authorized procurement card user; reconcile monthly activity for several department procurement cards
- Research and coordinate response of media calls; record in the Public Affairs Report; develop and compile year-end report
- Serve as a backup in the Oracle procurement process including purchase requisition and releases for assigned professional services; prepare service receipts/direct pays as approved; complete process and maintain related documents
- Coordinate the department's uniform program to include fitting, ordering, payment, and receiving, as well as the Authority's branded materials
- Order office supplies and collateral materials; coordinate maintenance work orders, office repairs, etc.
- Plan, coordinate and oversee the Hometown Heroes project, the College Sports display and other special events as assigned; work independently to manage details such as exhibit displays, room reservations, scheduling speakers, preparing agendas, planning and ordering refreshments, planning room set up, and addressing any issues in order to maintain the success of the event; may monitor/reconcile event budget
- Coordinate community/civic/international/industry briefings, outreach events, and Authority's Speakers Bureau; serve as liaison to community organizations, assist with scheduling, agendas, refreshments, room set-up, arrange speakers, coordinate program, etc.
- Serve as a backup department payroll clerk, review and verify system data in accordance with policies and procedures for supervisor review and approval
- Draft and update biographies for Directors, Senior Directors, and Board Members; draft community information pieces
- May be assigned to greet arriving diplomats/dignitaries
- Assist as assigned with crisis management response – all department staff expected to be available to respond in terms of media, public and employee information; on-call for airport emergencies as required
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

High School graduate and four (4) years administrative experience in an office environment handling similar duties including meeting minutes and agendas, or an equivalent combination of education, training, and experience. Some college preferred. Experience providing support to multiple managers or functions preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Type 60 CWPM; transcription 35 CWPM or other acceptable method
- Proficient in Microsoft Word, Excel, and Outlook
- Proficient in oral and written communications
- Demonstrated ability to maintain confidentiality
- Demonstrated attention to detail and strong organizational, administrative, and communication skills
- Strong working knowledge of Microsoft Office
- Must be flexible in accommodating continual interruptions for information, etc.
- Good customer relations skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercise considerable independence under general supervision
- Make independent decisions following established guidelines/procedures
- Demonstrate good judgment in communicating with senior management, consultants, customers, and other Authority departments regarding schedules, event changes, etc.
- Make decisions regarding numerous work priorities and some budget designations. Set work priorities and make office operations decisions.
- Keep time and calendar, using judgment in directing inquiries, requests or information
- Make judgments regarding conveyance of pertinent information to staff members
- Handle situations with an understanding of media protocol

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/Sr. Director Date

Chief Executive Officer Date

Sr. Director, HR & Risk Management Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Administrative Assistant

Department: Public Affairs

Date: June 6, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/Sr. Director Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Automation Software

Department: Information Technology | Date: February 28, 2024

Title of Immediate Supervisor: Assistant Vice President, Information Technology | Pay Level: L33

POSITION SUMMARY: Responsible for the overall operations and oversight of the Greater Orlando Aviation Authority's (Aviation Authority) automation software programs such as the Database Administration, Applications Development and Control Systems staff on mission-critical Financial, Operations and Security applications. Responsible for all aspects of the group design, development, modifications, integration, and maintenance on new and existing applications, databases and web sites.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage complex application analysis, design, development, implementation, integration, enhancement and maintenance of complex systems. Responsible for feasibility studies, time and cost estimates, and projecting software and hardware requirements.
- Define, maintain and manage standards of use for the enterprise integration metadata and component reuse repository as well as correct use of integration metrics for project estimates.
- Map business requirements to technology capabilities, identifying gaps and omissions and designing end-to-end solutions.
- Monitor systems, applications and interfaces for error conditions. Work with the proper support team to resolve the problem with little downtime and minimal loss of data.
- Perform database administration tasks on Oracle and MS SQL servers to maintain security and optimize performance by establishing, scheduling and monitoring systems logs, reports and alerts for disk space, backups and data anomalies while maintaining adequate system resources for supported systems and databases.
- Establish and maintain the security and integrity of supported databases, the enterprise integration and infrastructure.
- Update database software/applications in accordance with any maintenance contracts pending or as necessary to keep systems within recommended version guidelines.
- Work closely with end users, application development teams and business partners to maintain the success of multiple system integration projects. Work closely with departments to develop business and functional requirements, verify systems are appropriately stable and smoothly integrated with existing systems.
- Prepare specifications for acquisition and development of automation systems and components, and prepare test plans and procedures as appropriate.
- Develop and maintain detailed documentation to support all phases of the SDLC. Define, create and confirm all databases and integration integrity of the enterprise data vocabulary and semantics.
- Confirm that proposed application deliverables from the development teams can properly plug into the deployed infrastructure. Analyze and document processes or portions of processes that are identified as candidates for automation.
- Review emerging technologies and standards and utilize this knowledge towards the progression of the Aviation Authority's systems. Research promising, cost-effective and efficient new applications and hardware technology.
- Prepare activity and progress reports/updates as needed.
- Maintain current knowledge of developments in both hardware and software to confirm that upgrades and installations are performed as efficiently as possible, including all relevant adjustments to system.
- Monitor software licensing usage to avoid violations of concurrent licensing agreements and violations of copyright laws.
- Adjust work schedule to include working late evenings and/or weekends when the need arises.

- Responsible for the maintenance of supported systems software to avoid violations of concurrent licensing agreements and violations of copyright laws.
- Collaborate with management in the preparation of the Information Systems budget.
- If assigned to the Aviation Authority's Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or Aviation Authority confidential information. Responsible for a thorough understanding of the Aviation Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Supervise employees in assigned areas. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity, and timeliness of work performed; confirm the compliance with established policy, procedure, and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of timesheets in electronic timekeeping system.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Computer Science or related field, and five (5) years experience as Database Administrator and/or Application Developer of medium to large corporate databases and applications on a variety of application and database platforms, or an equivalent combination of related education, training, and experience. Experience with Microsoft SQL Server and Oracle Financials features and configuration.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of data processing concepts, client server technology, software proficiency, analytical skills, data management skills, and database design
- Excellent analytical skills related to the job functions and requirements and must possess excellent verbal and written skills
- Ability to manage multiple priorities and projects while anticipating possible impacts and benefits of change
- Ability to provide proper advice and recommendations to managers and employees at all levels. Strong ability to communicate technical concepts in a non-technical manner
- Demonstrated accomplishments in project management and planning
- Demonstrated ability to analyze, isolate, duplicate and resolve problems
- Excellent documentation skills.
- Demonstrated ability to work in a stressful environment and use professional etiquette when dealing with Aviation Authority personnel and outside vendors.
- Must be able and willing to work both standard and non-standard work schedules, including weekends as needed to accommodate airport operations
- Provide coverage for, or to perform duties necessary to maintain the Aviation Authority's normal operating schedule.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately eight (8) employees; indirectly supervises a staff of approximately eight (8) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence under minimal supervision or direction – extensive initiative, judgment, and authority to analyze and resolve complex technical issues is critical and required on a daily basis. Direction is not frequent or detailed
- Knowledge to provide proper advice and recommendations to managers and employees at all levels
- Negotiate with business partners to set project priorities and determine what resources will be available

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date	Vice President, Information Technology Date
Vice President, Human Resources Date	

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Automation Software

Department: Information Technology

Date: February 28, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Information Technology Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Social Media Strategist

Department: Public Affairs | Date: May 7, 2024

Title of Immediate Supervisor: Manager, Social Media | Pay Level: L25

POSITION SUMMARY: Create and maintain the Greater Orlando Aviation Authority's (Aviation Authority) presence on social media sites, company blogs, and related platforms. Develop content and identify assets, such as video, for comprehensive campaigns that promote the Aviation Authority's projects and programs. Monitor performance of social media initiatives and work with the Manager, Social Media, to recommend changes. Monitor emerging social media tools and their potential uses for the Aviation Authority. Monitor and respond to assigned communications from our social audience (i.e. posts, messages, tweets, etc.).

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Maintain the Aviation Authority's presence on social media sites (including but not limited to: Facebook, Twitter, Instagram, LinkedIn, YouTube, etc.).
- Identify and recommend methods of increasing the overall exposure of the Aviation Authority through search engine optimization and by finding ways to use keywords in marketing strategies. Identify methods for tailoring campaigns to the Aviation Authority's target audience.
- Monitor and respond to as many inquiries as possible through all social media channels during normal operating hours, evenings, and weekends, maintaining a positive tone and staying within the Aviation Authority's brand standards.
- Research emerging social media tools and trends, and suggest how they can be incorporated into the Aviation Authority's Social Media/Public Affairs plan for effective outreach.
- Recommend and implement ways to generate brand awareness through the social media networks.
- Utilize statistical modeling tools and effectively implement data analytics to track the performance of social media initiatives and assist with implementation of changes to improve business results and achieve established goals.
- Create and update content for the Aviation Authority websites.
- Assist as assigned in reacting to emergency situations.
- May assist/back-up others in Public Affairs on assigned projects.
- Work with the Manager, Social Media to remain consistent with social media strategies and initiatives.
- Work closely with the Manager, Social Media, Marketing and Assistant Vice President, Public Affairs to maintain the consistency of Aviation Authority-wide messages.
- Enhance the total airport experience in a customer-centric manner by providing information and assistance as needed, via phone and various social media channels.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in a related field and four (4) years' experience directly related to marketing, communications, or public relations, including social media responsibilities, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth familiarity with and understanding of social media sites, including but not limited to Facebook, Twitter, Instagram, LinkedIn, YouTube
- Knowledge of the principles and practices of social media programs and social media tools.

- Excellent oral, writing, and editing skills required
- Demonstrated experience with editing and design software, i.e. Adobe Photoshop
- Photography & Videography skills for content gathering
- A creative thinker with the ability to communicate design and creative output
- Ability to interpret trends and performance measurements
- Excellent interpersonal skills required to interact with Authority staff and the public
- Proficient in Microsoft Office systems such as Excel, Word, and PowerPoint
- Excellent attention to detail
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Must understand fundamentals of social care, responding tactfully and with dignity to passengers on social media
- Remain up-to-date on constant changes in specialty field and develop appropriate recommendations
- Make note of any inquiries that should be discussed with the Manager, Social Media, in an event where a post/tweet/message may escalate or has already escalated

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Assistant Vice President, Public Affairs Date

Vice President, Public Affairs Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Social Media Coordinator

Department: Public Affairs Date: May 7, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency	Importance
Constant: More than 80% (6 1/2 hours or more per 8 hour day) **Very Frequent**: 51-80% (4 1/2-6 hours per 8 hour day) **Frequent:** 21-50% (2 1/2-4 hours per 8 hour day) **Occasional:** 6-20% (1-2 hours per 8 hour day) **Rare:** 0-5% (Less than 1 hour per 8 hour day)	3 - Critical part of Job; can't be done any other way 2 - Important, but may be performed in some other way 1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X	X	2
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing				X		3
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations						3

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Assistant Vice President, Public Affairs Date

Vice President, Public Affairs Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Wayfinding & Signage Program

Department: Planning | Date: July 13, 2023

Title of Immediate Supervisor: Senior VP of Multi-Modal Planning & Environmental | Pay Level: L31

POSITION SUMMARY: The Senior Manager, Wayfinding & Signage Program is responsible for leading and managing the Greater Orlando Aviation Authority's (GOAA) campus-wide Wayfinding & Signage Program, including interior and exterior systems at Orlando International Airport (OIA) and Orlando Executive Airport (OEA).

This role provides advanced program leadership for the planning, development, implementation, and ongoing oversight of wayfinding, signage, nomenclature, and graphic standards. The Senior Manager ensures consistency, usability, and quality across the Authority's customer-facing and operational environments, while coordinating closely with internal departments, consultants, and external partners. The position balances strategic program planning with hands-on execution, budget oversight, and staff and consultant management.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Lead the day-to-day management of GOAA's campus-wide Wayfinding & Signage Program, ensuring projects align with approved standards, schedules, and budgets.
- Translate organizational objectives into actionable program plans and prioritized initiatives.
- Oversee multiple concurrent wayfinding and signage projects from concept through fabrication and installation.
- Develop, maintain, and implement wayfinding, signage, nomenclature, and graphic standards across GOAA facilities.
- Establish and manage program-level processes, guidelines, and workflows to ensure consistency and efficiency.
- Provide Quality Assurance / Quality Control (QA/QC) review of all signage and wayfinding deliverables produced internally or externally.
- Manage internal staff, consultants, and contracted resources required to execute program initiatives.
- Review project intake requests, evaluate requirements, and determine appropriate scope, staffing, and timelines.
- Coordinate in-house signage graphics and artwork development as needed.
- Oversee outside fabricators during production and installation activities.
- Assist in the planning, administration, and monitoring of operating and capital budgets related to the Wayfinding & Signage Program.
- Track expenditures, manage scopes, and support cost control measures within assigned programs and projects.
- Serve as a key liaison among Planning, Design, Engineering, Operations, Customer Experience, and other GOAA departments.
- Participate in cross-functional committees and working groups, including Design Review Team, EASE, Customer Service Advisory Council, and media-related working groups.
- Partner with GOAA's in-house Graphics Shop to ensure alignment with established standards and guidelines.
- Develop and maintain dashboards and reporting tools tracking project status, workloads, and customer feedback.
- Provide regular program updates and recommendations to the Senior Vice President.
- Identify opportunities for process improvements, operational efficiencies, and enhanced customer experience.
- Stay current with industry best practices, technologies, and trends related to wayfinding, environmental graphics, and placemaking.
- Attend and participate in professional conferences and industry organizations such as ISA, SEGD, SRF, AAAE, and related forums.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in the Project Management, Engineering, Architecture, Landscape Architecture, or a related field and five (5) years of professional wayfinding & signage project management experience in the related occupational group including planning, managing, and scheduling projects and preparing and reviewing contract documents within a campus-wide multi-modal environment, or an equivalent combination of education, training and experience. Strong experience in wayfinding/environmental graphics in a campus setting

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong leadership skills to effectively oversee multiple projects, within the program, simultaneously including but not limited to the consultants/contracted staff and stakeholders
- Ability to strategize and implement high-level program initiatives within a multi-modal campus.
- Strong talent for project coordination and delegation to achieve long term strategies of the program.
- Experience in problem solving, decision making, negotiations and conflict resolution skills to effectively reach sound conclusions and recommendations for wayfinding, signage and placemaking concept & design process
- Experience implementing signage and wayfinding graphic design standards pertaining to an overall signage & wayfinding system within a multi-modal campus
- Ability to coordinate wayfinding projects with other departments, outside consultants and contractors, and governmental agencies to meet GOAA's wayfinding standards
- Excellent written and oral communication skills and the ability to communicate technical information with efficient report writing
- Excellent planning, organizational and interpersonal skills, to work with a diverse, multi-cultural staff
- Strong attention to detail and multitasking skills
- Intermediate computer skills and Microsoft Office programs required; knowledge of Adobe - Creative Suite product line (Photoshop, Illustrator, etc) or Corel Draw suite desired
- Additional software experience a plus: Autodesk Revit, AutoCAD, SketchUp

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise activities of personnel involved in special projects including consultants/contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works with minimal supervision within established program parameters.
- Exercises independent judgment in managing project scopes, schedules, and budgets.
- Recommends solutions and improvements impacting program effectiveness and stakeholder coordination.
- Escalates issues with significant organizational, budgetary, or policy implications to senior leadership.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/SVP	Date	Chief Executive Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Wayfinding & Signage Program

Department: Planning

Date: July 13, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking		X				3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	3
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)			X			2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3

SUPERVISOR COMMENTS:

Field project site visits.

Immediate Supervisor/SVP Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Manager, Budget & Accounts Payable

Department: Finance | Date: June 29, 2022

Title of Immediate Supervisor: Assistant Director, Finance | Pay Level: L31

POSITION SUMMARY: Manage the coordination of the day-to-day, monthly and annual budget activities and accounts payables process. This includes coordination of the monthly budget to actual financial reporting package and annual budget including preparation of annual rates & charges and Capital Improvement Plan (CIP). Oversight of accounts payable internal controls, operations, and reconciliation of Accounts Payable.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Coordinate all aspects of the preparation of the Authority's annual budget including but not limited to: establishment of the budget calendar that includes dates for O&M budgets, Revenue budgets, Capital budgets, Employment Requisitions, Hyatt budget, OEA budget, and variance analysis.
- Coordinate with various departments on the timely submission of these documents and the preparation of the budget and related documentation
- Lead the coordination of the CIP process with the Chief Financial Officer, directors, staff and consultants. Review the provided documentation by consultants for accuracy. Reconcile the FDOT Joint Automated Capital Improvement Plan (JACIP) to the CIP.
- Lead the reconciliation process for the Bond Funding Schedule to the CIP, and compare to bond issuances, and Authority Fund requirements by year to proposed budget.
- Oversee the accounts payable process and adhere to the Authority's policies and procedures and that internal controls are designed and operate effectively to prevent or detect and correct misstatements on a timely basis and safeguard the assets of the Authority.
- Maintain the annual rates and charges model to determine rates based on the submission of the above documents
- Perform financial modeling and forecasting of rates and charges based on various scenarios as requested
- Monitor reports generated by the Accounts Payable department for reconciliation, journal entry recording, monitoring and reporting purposes. Oversee reconciliation of Accounts Payable to the General Ledger.
- Review and interpret monthly budget to actual results and coordinate preparation of the monthly financial reporting package that compares budget to actual and forecast
- Perform variance analysis between estimates and actuals for the current year and proposed budget for the next year, and document variance explanations provided by the departments. Work with Accounts Receivable, Properties or Concessions on any issues that may arise during the variance analysis (i.e. tenants not billed or billed incorrectly)
- Validate funds available and ensure they are encumbered prior to CPC, CCM and PSC awards.
- Prepare other detailed schedules to assist upper level management in effective decision-making
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Back-up for Assistant Manager, OMB (Revenue, Rates, Charges)
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting, Finance or a related field and six (6) years of related work experience or an equivalent amount of education, training and experience. Experience with Accounts Payable and/or Budgets preferred. Master degree desired. Must be familiar with computerized accounting systems.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of accounts payable/1099 reporting and budgetary process
- Demonstrated leadership skills
- Strong research, analytic and technical accounting skills
- Problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Strong computer skills including Microsoft office suite and extensive knowledge of spreadsheet software required
- Knowledge with computerized accounting systems
- Ability to understand and carry out complex oral and written instructions
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors and the general public

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3); indirectly supervises a staff of approximately four (4)

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with limited supervision or direction; substantial latitude in initiative, judgment
- Responsibility for continuous projects and must be able to manage multiple tasks and projects and adjust work schedule to meet deadlines
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Must be able to determine when additional follow up or analysis is needed
- Must be able to communicate and interpret effectively with people of diverse educational backgrounds

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Manager, Budget & Accounts Payable

Department: Finance

Date: June 29, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Project Manager (Architecture)

Department: Engineering and Architecture — Date: September 7, 2023

Title of Immediate Supervisor: Vice President of Engineering & Architecture — Pay Level: L31

POSITION SUMMARY: Work with the Vice President of Engineering & Architecture to facilitate and manage the Greater Orlando Aviation Authority's (Aviation Authority) engineering/architecture and development projects and programs from inception through final design, bid and award. Provide oversight through construction and closeout.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage engineering/architecture projects from inception through final design, bid and award; assist with the selection of consultants and advertise projects for bids; develop and control project scope, budget and schedule; assist with Master Design Guidelines updates; develop front-end documents for bids; negotiate consultant's fees; perform technical reviews; conduct cost reconciliations; review and approve pay applications and invoices from consultants and contractors.
- Assist with updating the Airport Capital Improvement Plan (ACIP); assist with condition assessments of the facilities.
- Manage the Roadway Sign Structures Inspection Program.
- Manage the Bridge Inspection Program.
- Manage the Facilities Addressing Program.
- Manage other architectural and development projects.
- Assist in the management of the Aviation Authority's Civil Permitting Process for all on-going programs and projects.
- Participate and present at various committee meetings.
- Assist in the coordination with the City of Orlando Permitting Process for all on-going programs and projects.
- Coordinate and negotiate with Utility Companies for all on-going programs and projects.
- Conduct tours, give briefings and presentations related to engineering/architecture projects.
- Assist with assigned Planning projects; perform technical review and advice during the planning phase; provide expert feedback as needed for management evaluation and decision making on assigned projects.
- Assist with assigned Environmental projects; review Environmental Resource Permit applications; assist with updating and maintaining the Master Conceptual Drainage Plan and Permitting.
- Assist with assigned Construction projects from contract award to closeout; attend job coordination meetings and site visits; inspect work and confirm compliance with design standards, codes, permits and statutes as required; approve pay applications and invoices from consultants and contractors; approve project completion and closeout.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree related to architecture, building construction, construction management disciplines and ten (10) years of aviation related work experience for a consulting firm, a construction company, a public agency, or an airport authority in managing the design and construction of small and large scale projects or an equivalent combination of related education, training, and work experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent interpersonal, project description and negotiation skills required.
- Proficient in use of computers.
- Knowledge of architecture and construction means and methods, and management principles.
- Knowledge of design, estimating, project and program scheduling
- Efficient time management methods.
- Knowledge of the following areas: Computer Aided Drafting and Design (CADD); Geographic Information Systems (GIS); Building Information Modeling (BIM.)
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Engineer, Architect, or General Contractor License is desirable.
- Certification in a specialty subject area that may benefit the Aviation Authority is desirable.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May directly supervise a staff of approximately two (2) employees. Oversight of contracted staff. The actual number supervised will vary according to individual project requirements, schedule, and stage of development or status.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision, high level of initiative and judgement.
- Manage multiple projects with a wide variety of tasks, determining priorities.
- Negotiate consultant's fees
- Responsible for the quality and quantity of work performed by others (staff and contractors.)
- Independent preparation of analytical data.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

SVP, Capital Programs Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Project Manager (Architecture)

Department: Engineering and Architecture

Date: September 7, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

SVP, Capital Programs Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Microsoft Exchange Administrator

Department: Information Technology | Date: August 19, 2024

Title of Immediate Supervisor: Assistant Vice President, Information Technology | Pay Level: L29

POSITION SUMMARY: Monitor the day-to-day operations of Microsoft Exchange servers including handling user support tickets, server maintenance, data migrations, backups, and deployments of Microsoft Exchange.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Analyze current resources and trends to enable planning for long-term performance and server expansion.
- Interact with users who submit email related support tickets; may interact with software vendors from time to time for troubleshooting within the system.
- Maintain the stability, integrity, and efficient operation of the in-house information systems that support core messaging functions
- Lead upgrades, account management, and changes to the system, including communication with users.
- Report on implementations, migrations, upgrades, and other activities that affect the software environment.
- Monitor server logs and overall performance, troubleshooting and resolving problems.
- Write up and enforce change management and compliance processes for Exchange server
- Perform migrations including Mailboxes, Public Folders, User Profiles
- Manage the operation, servicing, trouble shooting, and account administration of Active Directory (AD), Exchange, Active Directory Application Mode (ADAM), and the Global Address List (GAL)
- Verify day-to-day administration of Exchange Online and Microsoft 365 infrastructure and to maintain it in operational conditions
- Participate in projects to evolve or implement the new features of the Office 365 platform
- Develop and document an Operations Manual for Exchange services, adhering to defined policies
- Involvement managing Microsoft anti-spam technologies
- Verify the Exchange Organization is meeting the defined Service Level Agreements (SLA)
- Follow defined engineering processes to confirm that all messaging projects meet all requirements and are delivered in a timely manner
- Work with the IT Security team to implement changes to limit risks and vulnerabilities.
- Provide Tier 3 level support to the operational staff
- Provide mentorship to the Tier 2 desktop team
- Provide guidance as a subject matter expert for Messaging and Collaborations Services.
- Maintain and recommend the product Road Maps and the related Project Plans for the program and future projects
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a related field and five (5) years experience of high level administration with Microsoft Exchange 2007 through 2016 in a large Exchange Organization, or an equivalent combination of education, experience and training. Experience with Active Directory in support of Exchange Organizations required. Microsoft Certified System Engineer (MCSE) in Messaging desired. Experience with Microsoft Office Communicator & Skype for Business (formerly Lync) preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Solid experience supporting Mobility Solutions (ActiveSync / Airwatch)
- Advanced knowledge of Microsoft operating platforms (Windows Server 2003/2008/2012/2016).
- Advanced knowledge of Microsoft Office applications (including Visio & Project).
- Understanding of VMWare infrastructure and how to maneuver within the console.
- Proficient with TCP/IP and related applications such as DNS and TELNET.
- Excellent research skills
- Knowledge of SMTP Relay
- Technical documentation skills
- Knowledge of O365 / Azure on prim
- Strong experience with configuring and managing on-prem Active Directory, Azure Active Directory, and Azure AD connect
- Advanced knowledge of PowerShell cmdlet and scripting
- Involvement configuring and managing MFA and conditional access policies
- Commitment to excellent customer service
- Good organizational skills; ability to deal with multiple tasks and finish tasks in a timely manner.
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving problems.
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with company personnel, customers and outside vendors.
- Able to identify business process improvement opportunities and escalate for evaluation, if applicable.
- Must consistently demonstrate a professional image and positive attitude.
- Desire and aptitude to learn emerging technologies
- Excellent verbal and written skills, including the ability to communicate effectively and work with others in a team environment.
- Excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems
- Ability to make decisions and manage your time effectively to a delivery plan/schedule
- Ability to work independently, but also be part of a team

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Independent judgment for complex technical issues is required on a daily basis. Complete analysis, and make related presentations, weigh conflicting data/priorities and recommend actions, research issues and evaluate the resulting data
- Work independently with limited supervision or direction, substantial latitude in initiative and authority

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Information Technology	Date
Vice President, Human Resources	Date		

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Microsoft Exchange Administrator

Department: Information Technology Date: August 19, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Information Technology Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Administrative Assistant

Department: Airfield Operations | Date: October 15, 2019

Title of Immediate Supervisor: Assistant Director, Airport Operations (Airfield) | Pay Level: L16

POSITION SUMMARY: Provide complex administrative support to the Airfield Operations department. Assist with a variety of research, documentation, and report development/maintenance. Maintain assigned records; assist staff at all levels with a broad range of activities, special events and projects.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform administrative support including, but not limited to answer multiple department telephone extensions, maintain both physical and electronic filing systems, schedule and coordinate meetings and calendars, operate office equipment, type and draft correspondence, and process/distribute mail.
- Serve as Recording Secretary for the assigned meetings including the coordination of meetings; prepare agenda; draft and disseminate associated correspondence; record and transcribe minutes.
- Research various information as needed for Airfield Operations, Wildlife, FAR 139 compliance, etc., as assigned
- Receive, review and approve Movement Area Driving Endorsement (MADE) renewal applications; research eligibility, request additional information if needed and forward to management new applications for approval; maintain an electronic tracking file, and assist in scheduling of Movement Area Driver's Training (MADT) classes; update AOA Safety Violations log, communicate with internal and external agencies and track remedial training.
- Maintain and update a variety of departmental resources, including but not limited to: Airfield Operations Operational Procedures letters, Airport Certification Manual, Airport Emergency Plan, documents for annual FAA 139 inspection, various reports and database maintenance, administrative projects and special events.
- Confirm data and prepare payroll documentation for bi-weekly submittal; maintain all supporting documentation.
- Responsible for the maintenance, storage, and destruction of department records, per applicable policies and regulations, and working in conjunction with the Authority's designated records management personnel.
- Draft a variety of letters, memos; create and maintain a variety of reports as needed
- Monitor the department budget, verify correct allocation of funds, prepare related reports, and research items as necessary. May assist with projections and other research as needed to prepare the new budget.
- Manage the Oracle procurement process from requisition through payment, appropriately utilizing requisitions, direct pays, fund releases, purchase orders, etc.; complete, process and maintain all related documentation within established timeframes.
- Authorized procurement card user; reconcile monthly activity.
- Serve as the liaison between the Authority and vendors for office supplies, office equipment and other purchased items. Verify equipment is in good operating order, submit work orders and coordinate with vendor when repairs are required.
- Authority Authorized Representative (AAR) for the employee uniform purchase program.
- Establish and maintain effective tickler systems as needed.
- Coordinate travel schedules and arrangements; reconcile, prepare and submit expense reports.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Business Administration or a related field and two (2) years experience in a high-level administrative support work, or an equivalent combination of education, experience, and training. Experience with public sector administrative support preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Typing minimum - 50 wpm
- Proficient computer skills to include: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) required
- Proficient oral and written communication in English including grammar and punctuation
- Demonstrated attention to detail and strong organizational, and administrative skills
- Ability to interact effectively with employees, various departments, vendors and other individuals

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Exercises considerable independence under general supervision
- Makes independent decisions following established guidelines and procedures (ordering supplies, responding to customers, researching materials, etc.)
- Demonstrate good judgment in communicating with senior management, consultants, customers, and other Authority departments regarding schedules, event changes, etc.
- Set work priorities and make office operations decisions

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Administrative Support
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Administrative Assistant

Department: Airfield Operations

Date: October 15, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking					X	2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Auditor

Department: Internal Audit | Date: August 9, 2023

Title of Immediate Supervisor: Assistant Director, Internal Audit | Pay Level: L28

POSITION SUMMARY: Responsible for overseeing, assisting and conducting audits of organizations which have contractual agreements with the Authority to determine compliance with those agreements including, but not limited to revenue contracts such as concessionaires and tenants, management agreements, and service contracts. Assists and conducts audits of organizational units within the Authority to determine if units are performing their planning, accounting, custodial, or control activities in compliance with management instructions, applicable statements of policy and procedures, and in a manner consistent with both the Authority's objectives and high standards of administrative practice.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform, oversee, and/or assist in performing various types of audits of increasing or moderate complexity requiring minimal supervision, in accordance with GOAA policies and procedures, Internal Audit guidelines, and professional standards established by the Institute of Internal Auditors (IIA).
- Oversee or assist in planning or plan audits or sections of audits of increasing or moderate complexity, including completing the process identification, control analysis and risk assessment, and audit program.
- Examine transactions, documents, records, reports, and methodologies for accuracy, effectiveness, and/or compliance with contract terms.
- Survey functions and activities in assigned areas to determine the nature of operations and the adequacy of the system of control to achieve established objectives; identify the key control points of the system.
- Prepare well organized, and complete workpapers, which sufficiently support the procedures performed, results, and conclusions, with minimal review points upon first submission. Utilize proper workpaper technique (referencing, indexing, etc); meet project time schedules.
- Obtain, analyze, and appraise supporting data as a basis for an informed, objective opinion on the adequacy and effectiveness of control systems and on the performance capability of the activity being reviewed. Able to integrate quantitative and qualitative considerations in arriving at conclusions and recommendations.
- Communicate with the audit team throughout the audit process for decision-making and problem solving; cognizant of when audit procedures should be modified and propose solutions to the lead Auditor or Manager for further direction or concurrence.
- Serve as the Auditor-in-Charge on audits of increasing or moderate complexity, special projects, and other assigned tasks. Coordinate, assign, and review work of Auditors assigned to the audit, special project, or task.
- Perform first level review of less complex audits with few substantial review points from second level review.
- Prepare findings fully supported by documentary evidence and develop appropriate recommendations. Assist in appraising the adequacy of the corrective action taken to improve deficient conditions.
- Participate in reviewing findings and recommendations with appropriate managers, supervisors, divisions, departments, tenants, and/or contractors to clarify information during and at the conclusion of the examination to document deficiencies, recommend corrective action, and suggest improvements in operations, revenue enhancement and recovery, and reductions in cost.
- Prepare formal written reports of low or moderate complexity, expressing opinions on the adequacy and effectiveness of the system, compliance with contract terms, and/or the efficiency with which activities are carried out.
- Perform internal quality control reviews as assigned.
- Perform or assist with special projects or other assignments, as directed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Accounting or a related field and four (4) years auditing experience, or an equivalent combination of directly related education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough knowledge of accounting, auditing, and internal control theories and principles and associated frameworks.
- Requires advanced application and use of Microsoft Word and Excel. Requires application and basic use of Microsoft Access. Skill in the use of data management or query software such as ACL desirable. Familiarity with automated workpaper systems is preferred.
- Knowledge and application of Generally Accepted Accounting Principles (GAAP), such as those prescribed by the Governmental Accounting Standards Board and the Financial Accounting Standards Board.
- Basic knowledge and application of Generally Accepted Auditing Standards (GAAS), Attestation Standards, and Government Auditing Standards (GAS).
- Knowledge and application of The Institute of Internal Auditors (The IIA's) International Professional Practices Framework.
- Knowledge and application of statistical sampling methodologies.
- Knowledge and application of qualitative and quantitative analysis.
- Knowledge of theories and principles of risk typical to the airport environment and the application of risk management strategies and systems.
- Knowledge of financial, cost, and management accounting theory and practice.
- Knowledge of management and organization theory.
- General understanding of contracting principles.
- Strong and effective oral and written communications skills, reflecting proper grammar, clarity, and conciseness; strong presentation skills.
- Demonstrate strong analytical and problem solving skills.
- Able to and available for travel.
- Experience in analyzing a general ledger and journal entries preferred.
- Interpersonal skills demonstrating tact and professional etiquette.
- Experience in creating flowcharts preferred.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Certified Public Accountant (CPA) or current Certified Internal Auditor (CIA) required at the time of hire or within 18 months of employment.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Provide basic direction and oversight of planning, fieldwork, and engagement wrap-up of less complex audits and special projects performed by Auditor.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work requires a reasonable amount of independence in judgment, discretion, and motivation for workpaper preparation.
- Able to set work priorities among assigned tasks.

- Decisions requiring important administrative, auditing or accounting procedures, analytical questions beyond the Senior Auditor's background, problems with managers, supervisors, etc., and the initial and final acceptance of workpapers and audit reports are referred to the Assistant Director, and/or Director of Internal Audit, respectively.
- Able to work independently on routine projects, independently requiring only limited supervision on complex projects and also participate as part of a team. May work under direction of the Lead Auditor on specific audits or assignments.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Department Senior Vice President	Date	Chief Executive Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Auditor

Department: Internal Audit

Date: August 9, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking				X		2
Sitting	X					3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging				X		1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Department Senior Vice President Date

Chief Executive Officer Date

Human Resources - Compensation Date

Senior Budget Specialist

Department: Project Controls
Date: February 5, 2026

Immediate Supervisor: Assistant Vice President, Project Controls
Pay Level: L24

POSITION SUMMARY: Prepare, monitor, allocate, requisition, and analyze Operations & Maintenance (O&M) funds, and Capital Budgets for all departments within the Development Group, such as, Planning, Engineering and Architecture, and Construction. Ensure funds are handled in accordance with all applicable contracts, policies, and laws.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop, maintain, accrue, close, and analyze the O&M and Capital Budgets for all departments within the Development Group, such as, Planning, Engineering and Architecture, and Construction, in coordination with leadership and other departments.
- Facilitate the procurement process, which may include, but is not limited to, processing encumbrances, requisitions, direct pay, fund releases, and transfers.
- Review and process invoices and prepare service receipts for all assigned departments. Verify payment as specified in the contract and confirm compliance with policies, procedures, and laws.
- Develop and maintain budget analysis, reports, compliance activity reports, and cost forecasts based on historical data and projections.
- Prepare for and facilitate internal and external audits and incorporate lessons learned.
- Engage in and/or provide training as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree and two years of closely related work experience, or an associate degree with four years of closely related work experience, or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Experience in Oracle E-Business Suite or similar accounting system (preferred)
- Advanced skills in spreadsheet and word processing software, and knowledge of databases (preferred)
- High degree of accuracy and attention to detail
- Excellent organizational skills, and the ability to work independently
- Excellent verbal and written communication skills

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Considerable independence under general supervision
- Independent decision making following established guidelines/procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP	Date	Vice President, Construction	Date
Chief Development Officer	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Administrative Support Workers

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Senior Budget Specialist

Department: Project Controls

Date: February 5, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting	X					3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing						3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle						
General Office Equipment (Computer, Copier, Fax, etc.)						
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/AVP Date

Human Resources – Compensation Date

Senior Compliance Analyst

Department: Project Controls

Date: November 15, 2025

Immediate Supervisor: Compliance Manager

Pay Level: 28

POSITION SUMMARY: Perform detailed compliance reviews of complex Construction Committee items submitted for approval, with an understanding of how the scope of work may or may not affect the funding of the item. Review items submitted to Oversight Committees for grant compliance and assist in creation of the funding eligibilities. These items include but are not limited to large purchases, professional services proposals, construction awards, job orders, and change orders for projects.

The Construction Committee evaluates, approves, and recommends approvals to the Aviation Authority Board bids, proposals, requests for reimbursement, contract awards and contract modifications for construction projects and related projects and services with Construction or Engineering project funding sources.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Review items submitted to committees for compliance and coordinate revisions with the applicable parties; including but not limited to:
  - Audit items for alignment with contracts, and compliance with all applicable policies, procedures, laws, and regulations
  - Review proposals and supporting documentation for accuracy
  - Verify for compliance with approved billing rates
  - Verify that supporting documentation is attached and complete
  - Verify that fees and reimbursable expenses are properly separated, and that reimbursable expenses are properly itemized and supported
  - Ensure that fee proposals for construction support services are submitted with or after construction contract is approved by the Construction Committee
  - Review construction change orders including the scope of work, the reason for change, cost compliance, terms and conditions, allowable costs, overhead and profit markups, plans and specifications, Request for Information and any other source documents to support the request for change
  - Review items for grant compliance and assist in creation of the funding eligibilities, as needed
  - Review and/or prepare independent cost estimates, narrative describing the change and the reasons for change
  - Review requests for time extensions and extended general conditions.
  - Review and analyze construction schedule to assess time and cost related impact
  - Review published final agenda for accuracy and address any issues
  - Resolve funding issues with Construction Finance and Eligibility team

- Maintain records of work performed and other information related to the review of and reporting on committee items.
- Develop and maintain budget analysis, reports, compliance activity reports, and cost forecasts based on historical data and projections
- Prepare for and facilitate internal and external audits and incorporate lessons learned
- Engage in and/or provide training as needed
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelor's degree and two years of closely related work experience, or an associate degree with four years of closely related work experience, or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong understanding of the construction process
- Strong understanding of construction contract types and
- Knowledge of Design-Bid-Build, Design-Build and Construction Manager at Risk delivery methods
- Skilled in interpreting and understanding complex construction contracts
- Skilled in understanding pricing concepts used in construction
- High degree of accuracy and attention to detail
- Strong time management, organizational skills, and the ability to work independently
- Advanced skills with MS Excel including pivot tables, conditional formatting, graphs, dashboards, etc.
- Ability to motivate team members and collaborate with others to achieve common goals
- Excellent verbal and written communication skills
- Strong critical thinking skills and the ability to understand and follow direction

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Substantial independence under general supervision
- Independent decision making following established guidelines/procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or

activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Assistant Vice President, Project Controls	Date	Vice President, Construction	Date
Chief Development Officer	Date	Chief Administrative Office	Date

FLSA: Exempt

EEO Category: Professional

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Compliance Analyst

Department: Project Controls Date: November 15, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		1
Walking			X			2
Sitting	X					2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging				X		1
Reaching over head				X		1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					2
Detailed Inspection/Reading/Editing	X					3
Writing		X				2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor/VP Date

Human Resources – Compensation Date

Senior Manager, Landside Planning

Department: Planning & Environmental

Date : July 22, 2025

Immediate Supervisor: Assistant Vice President, Planning

Pay Level: L30

POSITION SUMMARY : Serve as the Greater Orlando Aviation Authority's (GOAA) primary staff member for all landside planning including land use and multi-modal transportation planning matters. Work closely with airport stakeholders as well as local, state, and federal agencies to confirm and maintain airport development projects are completed efficiently and effectively based on strategic thinking and technical analyses. Coordinate activities with local governments and other agencies while providing direction and advisory support for GOAA actions relative to landside transportation and land development projects, master planning, rail and multimodal planning.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop, implement, and update the Planning related aspects of the landside development projects, master planning, rail and multimodal planning, and select GOAA projects from inception to final design, bid and award. Work is performed in close coordination with department staff, general and continuing consultants, legal counsel and end users.
- Prepare conceptual and layout plans, construction project cost estimates, drawings and studies for the development of landside development projects, master planning, rail and multimodal planning. Conduct site visits as needed.
- Coordinate with local governments relative to Growth Management plans, DRI's, Entitlements, Master Development plans and similar activities.
- Direct consultants in the preparation of planning and engineering projects related to on-airport facilities serving highways, road access, and intermodal transportation needs. Skills include knowledge of traffic modeling techniques.
- Work on wide range of real estate issues with other local governments. May include land sales or swaps for new off-airport road projects and rights-of-way, obtaining applicable FAA and FDOT approvals, etc.
- Serve as advisor for Authority Board representative at MPO ("MetroPlan Orlando") meetings and represents GOAA interests on the MetroPlan Transportation Technical Committee and Plans & Programs Subcommittee.
- Interpret local regulatory agency requirements for departments and GOAA senior staff relative to Transportation and Land Planning and Development issues which relate to their projects.
- Represent GOAA interests in local meetings and matters involving various planning agencies related to transportation systems planning (especially roads, rail, and mass transit) and land development.
- Coordinate contracted services for consulting firms providing services related to transportation planning and land development studies and analysis for Orlando International and Orlando Executive Airports.

- Manage update of Authority's property maps, boundary surveys, easements and right-of way vacations.
- Monitor and verify availability of resources for planning projects, reconciles planning budget with the associated projects.
- Provide staff support to advisory committees and quality control on planning/engineering related studies.
- Remain current on changing regulatory issues in the field; review and comment on pending/proposed federal and state agency rulings.
- Serve as the Aviation Authority representative in aviation industry functions.
- Coordinate planning for various on-site aviation industry functions and activities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor Degree in Urban Planning, Engineering or related degree, and six (6) years directly related experience in transportation, or land use planning for a consulting firm and/or a medium to large hub airport, or an equivalent combination of education, training and experience. Require a thorough understanding of both theoretical and practical aspects of land use and transportation planning.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Detailed knowledge of land use and transportation planning, local regulations, requirements and procedures
- Knowledge of next generation mobility concepts, such as, autonomous vehicles, advanced air mobility, mobility as a service
- Detailed knowledge of the theories, methods and procedures involved in airport or urban planning, including knowledge of FAA Advisory Circulars, planning requirements and design standards, including land development principles and practices
- Considerable knowledge of the principles and practices of airport and comprehensive planning, including knowledge of the principles and practices of public capital improvement programs, budgeting, facilities, regional strategic economic development and transportation planning
- Ability to integrate land use, urban design and multimodal transportation perspectives in review, coordination and development of public improvement projects
- Knowledge of Growth Management, DRI's and Entitlement programs
- Knowledge of federal, state and local environmental land use laws and ordinances applicable to airports.
- Excellent written and oral communication skills and the ability to communicate technical information
- Excellent planning, organizational and interpersonal skills
- Strong attention to detail and multitasking skills
- Intermediate computer skills and Microsoft Office programs required
- In-depth knowledge and experience of business research methods, and relevant computer applications

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

- AICP certification is preferred
- Relevant professional accreditations and/or AAAE desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Manage the work of staff extension personnel and oversee the work of outside consultants

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently, with little supervision or direction; substantial latitude in initiative and judgment
- Apply knowledge and expertise related to Transportation and Land Development issues in developing responses to regulatory agency requests for information/coordination of both on-site and off-site property
- Collaborate with regional planning partners including, but not limited to, the City of Orlando, Orange County, and Osceola County.
- Position exercises judgement and leadership of the Authority consultants and contractors coordinating activities involving phases of work of primary importance
- Frequent public and outside business contacts and must represent GOAA's interests with consistent credibility
- Require a clear and complete understanding of relevant policy, procedure, contracts, legislation, and regulations in order to interpret and communicate them for staff, tenants and current and potential users of Authority resources.
- Coordinate inspections and activities, set up performance standards, respond to off-nominal events, and evaluate compliance with policies programs

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP Date	Senior Vice President, Planning & Environmental Date
Chief Administrative Officer Date	

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Manager, Landside Planning

Department: Planning & Environmental Date: July 22, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/AVP Date

Human Resources – Compensation Date

Senior Manager, Purchasing

Department: Purchasing

Date : October 2, 2025

Immediate Supervisor: Senior Vice President, Procurement

Pay Level: L31

POSITION SUMMARY : Responsible for the management of Greater Orlando Aviation Authority's (GOAA) centralized Purchasing and Material Department. Plan, organize, direct and coordinate the Purchasing and Material Control activities including, but not limited to: goods and services, furniture, fixtures and equipment (FF&E) for construction related projects, IT technology related software, materials, supplies, equipment and services, fixed asset management including disposal of surplus and lost and found items. Develop, review, and update procurement strategies, policies, procedures and processes.

DUTIES AND RESPONSIBILITIES: Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

- Oversee and coordinate the daily activities and workload of assigned Purchasing personnel, including the issuance of Invitation for Bids (IFB) and Requests for Proposals (RFP), or other approved purchasing processes. Confirm ethical and best practices are adhered to as it relates to all Purchasing Department processes for compliance, consistency, and equity.
- Manage requisitions, Purchase Order and Blanket Purchase Agreement processing to maintain adherence to legal requirements and Authority financial and procurement policies and procedures, applicable codes, laws and statutory requirements, as well as ethical standards.
- Exercise the approval authority delegated to the position by the Authority through the Operational Procedures (Section 450).
- Manage the pre-award/post-award Purchasing Department functions such as negotiating complex procurements, drafting award recommendation memos and other award documents.
- Develop procurement strategies to accomplish assigned functions, meeting priorities, deadlines and goals. Evaluate requirements for scope of work, schedules, standardization, and other considerations. Assist staff in developing pricing and negotiation strategies. Meet with a Policy/SOP Review Team quarterly to continue to improve policies, processes and procedures.
- Oversee the coordination of the development of specifications for goods and services to be purchased by the department and determine the procurement method. Maintain a file of documents and processes that have resulted in successful awards.
- Supervise the review and maintenance of the Purchase Order files. Monitor files to confirm they are properly maintained to protect the Authority's interests and rights under each award and in accordance with applicable law and Authority policy.
- Monitor the use of effective material management practices to maximize existing warehouse space, to facilitate the protection of resources, and to maintain a sensible balance between storing goods for issue and just-in-time deliveries to meet the needs of the Authority in the purchase, delivery, and availability of goods.

- Attend planning meetings related to construction projects and monitor upcoming FF&E or OFM purchases for those projects.
- Manage FF&E or OFM purchases for construction projects in conjunction with Purchasing Supervisor.
- Represent the Purchasing Department in the Appeals/Protests to recommendations of award.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Manage approval of time sheets in electronic timekeeping system.
- Provide leadership to staff to maintain optimal operation and performance of duties.
- Oversee the Capital expenditure procurements for the hotel facility.
- Prepare annual budget for Purchasing and Material Control.
- Advise Management of issues requiring executive attention or assistance.
- Monitor the use of effective fixed asset management, tracking, item number set-ups, and storage/disposal of surplus property.
- Remain current in knowledge of procurement principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Promote and maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field, and seven (7) years of progressively responsible diversified work experience in procurement, of which five (5) years must have been in a management capacity leading a staff of three (3) or more, or an equivalent combination of education, training and experience. Procurement experience in the public sector is required. Experience in warehouse management is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of the solicitation and award process for major purchases of commodities, equipment and services using requests for quote
- Working knowledge of specification, statement of work and purchase description development in the public sector
- Familiarity with State of Florida contracts and statutes pertaining to public procurement
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration
-

- Demonstrated analysis and problem resolution skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent verbal and written communication skills
- Intermediate computer skills and Microsoft Office programs required, working knowledge of Oracle and an eProcurement and ERP systems preferred
- Basic negotiation skills
- Demonstrated leadership skills

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current certification as a Certified Purchasing Manager (C.P.M.), Certified Public Procurement Officer (CPPO), Certified Professional Public Buyer (CPPB) or an equivalent certification is required

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little or no supervision or direction. Substantial latitude in initiative, judgment, and authority
- Responsible for decisions with high monetary impact
- High level negotiation skills
- Rely upon experience and judgment to organize and plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities
- Manage staff to include; planning and administration of training, scheduling, and performance evaluation
- Complete and oversee solicitations and award process
- Prioritize workload within assigned area

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/SVP Date

Chief Financial Officer Date

Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Manager, Purchasing

Department: Purchasing Date: October 2, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate SupervisorSVP Date

Human Resources – Compensation Date



Senior PEC Administrator

Department: Planning, Environmental & Construction Date : September 8, 2025

Immediate Supervisor: Chief Development Officer Pay Level: L27

POSITION SUMMARY : The Senior Planning, Environmental & Construction Administrator provides advanced project and administrative support to the Planning and Environmental departments, ensuring the seamless execution of departmental initiatives. This role serves as a key liaison between senior management, department managers, and cross-functional teams, contributing to strategic planning, process improvement, and the successful delivery of complex projects and events. This role demands strong organizational skills, proactive problem-solving, and the ability to manage multiple priorities in a dynamic environment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Lead coordination of complex, multi-stakeholder projects within the Multi-Modal Planning and Environmental departments, ensuring alignment with organizational goals and seamless collaboration across internal teams and external partners.
- Manage competing priorities with strategic foresight**,** exercising sound judgment and proactive decision-making to ensure timely and successful project execution under tight deadlines.
- Provide high-level analytical and operational support**,** including oversight of advanced administrative functions, calendar management for senior leadership, and coordination of executive-level engagements.
- Develop and present comprehensive reports, dashboards, and presentations for executive audiences, synthesizing data from diverse sources and offering actionable insights to support strategic initiatives and decision-making.
- Serve as a trusted advisor to department leadership**,** independently researching and evaluating sensitive or confidential issues, recommending appropriate actions, and preparing briefing materials for executive review.
- Oversee the full lifecycle of procurement activities within Oracle, ensuring compliance with financial policies and timelines; manage requisitions, direct pays, fund releases, purchase orders, accruals, and year-end closures with precision.
- Act as department procurement card administrator**,** reconciling monthly activity, managing vendor relationships, and ensuring timely acquisition of supplies and equipment.
- Support capital program implementation**,** including budget development, coordination of planning meetings, and preparation of financial and operational reports aligned with long-term strategic objectives.
- Monitor and report on capital and O&M fund allocations**,** performing cost analysis and interim updates to support financial planning and resource optimization.
- Serve as department Payroll Lead, ensuring accurate bi-weekly submissions, policy compliance, and maintenance of audit-ready documentation.
- Coordinate complex travel logistics for department leadership and staff, including reconciliation and submission of expense reports in accordance with policy.

- Oversee records management strategy**,** ensuring compliance with Aviation Authority policies for storage, retention, and destruction of departmental records.
- Administer and optimize department digital platforms**,** including Box and SharePoint, managing permissions, improving data structures, and enhancing site usability.
- Manage office equipment contracts**,** including lease and maintenance agreements, and coordinate technology and facility service requests to ensure operational continuity.
- Draft and review high-level correspondence and communications on behalf of the Senior Vice President and other senior leaders, ensuring clarity, professionalism, and alignment with organizational messaging.
- Represent the department in cross-functional meetings, taskforces, and external workgroups**,** contributing subject matter expertise and advancing departmental interests.
- Evaluate and enhance departmental policies and procedures**,** identifying opportunities for improved workflow, scalability, and operational efficiency.
- Lead or contribute to special projects and initiatives as assigned, demonstrating agility, leadership, and a commitment to continuous improvement.

MINIMUM QUALIFICATIONS:

- Associate's degree in Public Administration, Project Management, Business, or a related field; equivalent combination of education, training, and progressively responsible experience may be considered.
- Minimum of five (5) years of experience providing high-level project coordination, executive administrative support, or operational oversight, preferably supporting multiple senior leaders.
- Demonstrated experience in environments such as engineering/planning firms, construction companies, government agencies, legal practices, or airport authorities, with a strong understanding of regulatory and operational frameworks.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proven ability to work independently with minimal supervision, exercising sound judgment and initiative in a fast-paced, dynamic environment.
- Strong project management capabilities, including planning, execution, and basic negotiation skills to support cross-functional initiatives.
- Exceptional interpersonal and relationship-building skills, with the ability to engage effectively with Aviation Authority executives, staff, consultants, and external stakeholders.
- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), Windows OS, and collaboration platforms such as Box and SharePoint; experience with enterprise systems including Oracle Financials, iProcurement, and electronic timekeeping systems preferred.
- High-level administrative competencies including accurate typing (50+ CWPM), transcription, and speed writing skills.
- Superior organizational and time management skills, with meticulous attention to detail and the ability to manage multiple priorities and deadlines simultaneously.
- Demonstrated discretion and professionalism in handling confidential and executive-level matters.

- Ability to interpret and analyze contracts, agreements, and financial documentation to support departmental operations.
- Excellent written and verbal communication skills in English, including strong grammar, punctuation, and editing abilities for executive correspondence and presentations.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Operates with a high degree of autonomy, exercising sound judgment, discretion, and strategic decision-making in managing complex responsibilities and sensitive matters.
- Accountable for independently prioritizing and executing tasks to meet critical deadlines, optimize departmental efficiency, and support organizational objectives.
- Serves as a resource and informal leader within the department, providing guidance, resolving issues, and supporting staff across various functions.
- Demonstrates adaptability and professionalism in a fast-paced, high-pressure environment, maintaining composure and effectiveness while managing shifting priorities.
- Maintains strict confidentiality and discretion in handling executive-level communications, personnel matters, and proprietary information.
- Proactively identifies challenges and opportunities, recommending solutions and improvements that enhance workflow, collaboration, and operational outcomes.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CDO Date	Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Administrative Support

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Senior PEC Administrator

Department: Planning, Environmental & Construction Date: September 15, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle			X			2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/CDO Date

Human Resources – Compensation Date

Senior Project Manager (Construction)

Department: Construction
Date : November 21, 2025

Immediate Supervisor: Assistant Vice President, Construction
Pay Level: L31

POSITION SUMMARY : Provide Project Management for multiple engineering and/or construction projects, from planning, through design, construction, commissioning and activation for the Greater Orlando Aviation Authority (GOAA or Authority). Accountable for the accuracy of all planning design documents, design and construction project activity, tailored to each contract's general conditions, technical specifications and drawings. Relies on extensive experience and judgment to manage, plan, and accomplish the Authority's goals.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage multiple projects to support the Capital Improvement Plan and Strategic Plan, including but not limited to: conceptual design, scope development, planning, technical reviews, budgeting, estimating, scheduling, cost control, preparation of front-end documents, commercial construction projects, construction management and contract administration.
- Manage, review and accept or reject official documents, specifications, drawings, change orders and claim actions as directed. Provide management with expert feedback and suggested solutions or corrections for problems.
- Accountable for limited design oversight and all construction project activity, confirming adherence to each contract's general conditions, technical specifications and drawings. Perform design analysis and make recommendations on behalf of the Authority. Verify drawings and electronic files from the architect, engineer, or contractor through design development and construction as built documents.
- Analyze and assess project risk issues. Provide leadership with specific feedback, clarifying details of personnel conflicts, schedule impacts, claim risks, change order requests, etc., along with a suggested solution or corrective procedures to prevent issues from occurring in the future. Feedback will be prompt and frequent as necessary.
- Negotiate fees/proposals/change orders for construction contracts and professional services, including scope and schedule of work for approval and execution.
- Prepare project budgets for presentation and approval.
- Participate and present at various committee meetings.
- Arrange and coordinate project meetings among GOAA staff, consultants and contractors as required to execute the project through design and construction phases. Coordinate construction activities related to the construction management functions with the consultants, the contractor, the Owners Authorized Representative (OAR), and the Authority.
- Provide specialized tours, give briefings and presentations on behalf of GOAA.
- Review progress, approve invoices, schedule, perform studies, and analyze technical data. Make regular site visits – inspecting the work, and ensuring compliance with products specified, contract documents, and drawings, GOAA

policies and procedures, design standards, all federal, state and local codes rules, regulations, laws and legislative acts.
- Serve as liaison with federal, state and local agencies (Orange County, City of Orlando, OUC, TSA, CBP, etc.). Retain, review, update and manage agreements as they pertain to capital projects.
- Supervise technical reviews, job coordination meetings, budgeting, change orders, scheduling, and preparation of project correspondence. Monitor all phases of program and project development through close-out and final audits.
- Ensure management actions are identified within specific contractual time windows to avoid claims and delays. Set and manage specific deadlines on action items, job memorandum, shop drawings, submittals and similar contract issues that have significant impact on ultimate contract cost and schedule.
- Provide post construction analysis of performance by the contractor, architect, engineer and the OAR
- Responsible for tracking milestones, preparing and presenting progress reports, and facilitating stakeholder engagement throughout the project lifecycle
- Perform analysis, claim reviews and claim defense for the Authority.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in architecture, construction management, engineering, or related field and six (6) years related experience, or an equivalent combination of related education, training, and experience. Previous airport construction project management experience and experience in an architectural or engineering firm, commercial construction company or governmental agency is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated planning and organizational skills
- Estimating, project and program scheduling, design, architectural, engineering and construction expertise
- Ability to utilize various software for design review programs, cost estimating, and scheduling preferred
- Commercial construction including complex renovation projects desired
- Good communication skills with the ability to interpret and translate technical information to various audiences.
- Excellent attention to detail

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Valid Florida driver's license required
- Professional Engineer, Project Management Professional (PMP), and./or Contractor's license is desirable
- Certification in a specialty subject area(s), which may benefit GOAA, is desirable.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision, high level of initiative and judgement.
- Manage multiple projects with a wide variety of tasks, determining priorities.
- Negotiate consultant's fees
- Responsible for the quality and quantity of work performed by others (staff and contractors.)
- Independent preparation of analytical data.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/AVP Date	Vice President, Construction Date
Chief Development Officer Date	Chief Administrative Officer Date

FLSA: Exempt
EEO Category: Professionals
Manager Hours: 40

Shift Premium: N/A
Rotating Shift: N/A

Senior Project Manager (Construction)

Department: Construction Date: November 21, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting			X			3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes				X		2
Chemicals				X		2
Insects				X		2
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor/AVP Date

Human Resources – Compensation Date

Senior Property Control Specialist

Department: Procurement

Date : June 16, 2025

Immediate Supervisor: Assistant Manager, Procurement

Pay Level: L18

POSITION SUMMARY : Prepare and distribute daily cycle count and review reordering reports for multiple warehouses. Assist with daily and year-end inventories. Plan and perform annual fixed asset physical inventory of property. Tag and track new fixed asset items when they are received. Collect data reports for processing inventory ordering, re-stocking quantities, file/records maintenance and inventory discrepancies. Update vendor and stock item data in the Authority's Financial System for developing reports to support Material Control and process internal documents. Process surplus inventory for auction, reuse or disposal of any surplus material, equipment and items GOAA-wide. May serve as a primary buyer for procurements needs to support Airport Operations and Maintenance.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare and distribute daily cycle count lists to Property Control Specialist and resolve discrepancies following established guidelines.
- Create and manage the online auction of surplus property on GovDeals.
- Review the re-ordering reports for stores and evaluate to determine the correct quantities needed for restocking.
- Assist with daily activities as assigned and with the year-end physical count of the store's items. Investigate and resolve inventory discrepancies for year-end count.
- Process Purchase Orders and coordinate shipping costs with requestors.
- Enter new items into the Master File and the manufacturer parts file, and audit entries.
- Process vendor and item number creation and maintenance activities in the Authority's financial system.
- Remain current in material management principles, theories, procedures, methods and processes and in the use of the Authority's financial software.
- Coordinate with requestors and vendors to return damaged or excess inventory items ordered incorrectly or incorrectly shipped from the vendor.
- Review and process electronic documents as required, utilizing the Authority's Financial System.
- Expedite past due Purchase Orders.
- Coordinate with the staff at the East Warehouse regarding cycle counts of janitorial supplies.
- Work with staff at the East Warehouse to ensure all pick requests are signed for and processed correctly.
- Submit ordering for janitorial supplies stored at the East Warehouse based on usage, vendor tendencies, current demand, and future projections.
- Maintain inventory of boarding passes, baggage tags, and thermal paper stored at East Warehouse.

- Process internal and external requisitions accordingly for the Material Management and Procurement Departments.
- Enter new item categories and stock classes into the system; edit existing categories and stock classes as directed.
- Enter yearly service requisitions for the copy machines in the Material Management and Procurement Departments and create service receipts to process the invoices throughout the fiscal year.
- Properly file all new vendor information forms and W-9s for suppliers in the Finance folder for universal GOAA access.
- Coordinate with the Cost Control Department regarding freight cost processing on purchase orders.
- Maintain inventory at the Beeline Warehouse for specified tiling and fabric items for the Interiors Department.
- Working with GOAA department designees, plan and perform an annual fixed asset physical inventory of all Authority property for Orlando International Airport, Orlando Executive Airport, the Authority owned hotel facility and as required to support contracts between the Authority and its Contractors.
- Apply Radio Frequency Identification (RFID) tags to new fixed asset items when they are received utilizing the RFID system. Establish and maintain fixed asset information in the Authority's Financial System.
- Receive, evaluate and redistribute or dispose of all surplus property, including items from Lost and Found, construction material, furniture, etc.
- Handle, prepare and track items going to auction. Review the revenue and expenses from the auctioneer and verify compliance with the contract agreement. Maintain auction running sales totals for fiscal reporting. Prepare reports for management approval.
- Maintain running sales totals for fiscal reporting. Prepare reports for management approval.
- Prepare "disposal of surplus property" memo for Aviation Authority Board approval. Maintain proper documentation of all material requiring approval before disposal.
- Prepare "disposal of surplus property" memo for Aviation Authority Board approval. Maintain proper documentation of all material requiring approval before disposal.
- Perform other duties as assigned.
- Generate work orders utilizing Maximo application for (Job Plan, Preventative/Predictive Maintenance, Routes, Locations and Assets) to support the maintenance department key asset type.

MINIMUM QUALIFICATIONS:

Associate degree in a related field and one (1) year work experience in a material management related function, or an equivalent combination of education, training and experience. Experience with computerized inventory management system required. With one (1) year experience in fixed assets and/or inventory control, or an equivalent combination of education, training and experience. Experience using Visio software and RFID system software is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of material management processes involving the ordering, storage, management and issuing of goods

- Demonstrate an understanding of warehousing and distribution workflow
- Excellent verbal and written communication skills are required
- Intermediate computer skills include data entry and knowledge of Microsoft Office.
- Knowledge of Oracle and Maximo financial systems desired
- Knowledge of inventory concepts and practices
- Knowledge of Visio desired
- Knowledge of inventory concepts and practices
- Must be detail oriented, possess good planning and organizational skills
- Work under general supervision, receive general direction and limited independence
- Must be able to operate a forklift and other material handling equipment safely

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Forklift Operator Certification is desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Exercise independence regarding inventory maintenance under general supervision
- Make routine decisions following established guidelines/procedures
- Determine appropriate method for handling all materials safely

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Senior Vice President, Procurement Services	Date
Chief Financial Officer	Date	Interim Chief Administrative Officer	Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Manager Hours: N/A

Shift Premium: N/A

Rotating Shift: N/A

Senior Property Control Specialist

Department: Procurement Date: June 16, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	3
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	3
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing					X	3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Purchasing Agent

Department: Purchasing | Date: April 18, 2022

Title of Immediate Supervisor: Manager, Purchasing | Pay Level: L24

POSITION SUMMARY: Purchase materials, supplies, equipment and services in a timely fashion and of a quality and price consistent with Authority needs and in accordance with good purchasing principles and ethical standards. Procurements frequently exceed sixty-five thousand dollars ($65,000), are complex, and many are formally solicited advertised solicitations. Process includes market research, specification development, locating vendors, solicitation, negotiation, price analysis, value analysis, award determination or recommendation, award and purchase order processing, and contract management.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepare solicitation packages with the goal of getting the best value for dollars spent consistent with Authority needs and in accordance with good purchasing principles and ethical standards.
- Obtain quotes, bids, and proposals and negotiate prices, terms, discounts, services, delivery, and transportation with vendors as appropriate. Responsibility is primarily for complex services much of which is formally advertised, of high dollar value, and with performance periods spanning multiple years. Evaluate quotes, bids and proposals, prepare award documents, and sign those within signatory limit. Coordinate alternate actions with requestor when budgetary restrictions, sourcing problems, availability, or time constraints impact the procurement.
- Maintain Contract File Master in central records. Update specifications to Contract documents and statement of work to reflect amendments and scope changes. Provide required documents to Contract Administrator.
- Review requisitions to ensure all proper documentation has been provided and adequate funding is available. Obtain necessary clarifications or approvals, process documents as required. Enter Standard Purchase Orders into Oracle as required for Contracts.
- Review and refine purchase descriptions, specifications and statements of work for use in major purchase solicitations. Requires in-depth understanding of crafting complex service specifications to enhance competition. Coordinate with requesting department to confirm drawings and specifications are completed within timeframe to meet required deadlines.
- Prepare solicitations in accordance with Authority Policy and Procedures and applicable codes, laws and statutory requirements. Initiate procurement through formal advertisement when appropriate. Perform market research to gain an understanding of goods and services to be purchased, to develop specifications, to become proficient in assigned commodities, to assist customers in obtaining product information, and to develop a broad vendor base.
- Advise and assist customers in using the purchasing system to obtain goods and services. Resolve delivery problems with Material Control and payment concerns with Finance.
- Facilitate pre-solicitation and pre-bid meetings, bid and proposal openings, and other meetings with vendors and customers as needed.
- Perform review of formal solicitation submissions for required information, perform pricing analysis, and conduct thorough reference checks. Facilitate staff evaluation team meetings for award recommendations. Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly.
- Prepare, coordinate and process renewals, scope changes, budget adjustments and assignments to contracts and update Contract File Master accordingly.
- Meet with the Contract AAR on a regular basis, and at least annually schedule meeting with AAR and Contractor to discuss any Contract issues. Review payment requests and work with AAR and Contractor to obtain any documents needed to keep the Contract in compliance.
- Facilitate contractual conflict resolution to include identification of conflict source, development of corrective action plan, and monitor progress of action plan up to and including Contract termination if required.

- Verify expired Contracts include all required documentation and update the master file.
- Confirm assigned work is performed in a timely fashion.
- Remain current in knowledge of purchasing principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field and four (4) years of progressively responsible work experience in procurement, or an equivalent combination of education, training and experience. Experience must include two (2) years of soliciting bids and proposals and the use of formal advertising for major items and services. Experience processing solicitations in an e-procurement system required. Procurement experience in the public sector is required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of the solicitation and award process for major purchases of commodities, equipment, and services using invitations for bid and requests for proposal
- Working knowledge of specification, statement of work and purchase description development
- Skilled in vendor base development, product and service research, pre-award surveys, contract negotiations, and post award contract administration
- Familiarity with State of Florida Contracts, and statutes pertaining to public procurement
- Excellent verbal and written communication skills
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint, etc.)

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO) or Certified Professional Public Buyer (CPPB) or an equivalent certification required at time of hire or within two (2) years of hire/promotion

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities.
- Works independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Department Manager	Date	Chief Financial Officer	Date
Director, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Purchasing Agent

Department: Purchasing Date: April 18, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Department Manager Date

Chief Financial Officer Date

Human Resources - Compensation Date

Senior Vice President, Strategy and Implementation

Department: Strategy and Performance
Date March 16, 2026

Immediate Supervisor: Chief Strategy and Performance Officer
Pay Level: E2

POSITION SUMMARY : The Senior Vice President of Strategy and Implementation is responsible for leading enterprise strategic planning, organizational alignment, and disciplined delivery of the Authority's long-range goals. This role ensures the integrated development of the mission, vision, enterprise strategic plan, and Strategy-to-Budget process; establishes accountability systems; and governs performance against enterprise priorities. The Senior Vice President leads the design of decision frameworks, entitlement models, and statistical methods that guide executive decision-making. The role also defines enterprise requirements for KPI governance, performance scorecards, and dashboards, ensuring that the organization has the standards and operating models necessary for transparent performance management, while the operational development of data products is executed by the Analytics pillar.

This position ensures leaders have clarity, focus, and aligned execution of strategic objectives in accordance with the Strategy & Performance Improvement Office's Strategy & Execution pillar responsibilities and enterprise governance expectations

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Lead the development and refreshing of the enterprise strategic plan, ensuring alignment with mission, vision, and long-range organizational objectives.
- Govern strategic planning cycles, enterprise prioritization, and deployment of organizational goals.
- Oversee the Strategy-to-Budget process to ensure resources, initiatives, and financial plans align with enterprise priorities and expected outcomes.
- Establish and enforce enterprise accountability systems that ensure disciplined execution of strategic initiatives and commitments.
- Lead Quarterly and Monthly Business Reviews, annual enterprise performance reviews, and progress reporting across departments.
- Define enterprise KPI frameworks, performance governance standards, and requirements for dashboards and scorecards, coordinates closely on product development with the Analytics department.
- Develop decision frameworks, entitlement models, and statistical reasoning standards that guide executive decision-making and scenario evaluation.
- Oversee enterprise portfolio management, including initiative prioritization, alignment, milestone tracking, and risk escalation protocols.
- Drive enterprise-wide alignment through clear strategic communication, ensuring leaders understand goals, expectations, and performance outcomes.
- Coordinate cross-functional alignment with Innovation, Analytics, and Quality to ensure cohesive and integrated enterprise execution.
- Build and mentor a high-performing Strategy & Execution team, strengthening capabilities in planning, governance, and enterprise performance management.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Business Administration, Public Administration, Economics, or related field; Master's degree strongly preferred. Minimum 10 years of progressive leadership experience in enterprise strategic planning, performance management, portfolio governance, or organizational transformation or an equivalent combination of education, training and experience. Proven experience leading large-scale strategic planning and execution frameworks in a complex organization. Demonstrated ability to develop statistical decision frameworks, entitlement models, and performance governance systems.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Exceptional strategic thinking, systems-level problem solving, and executive-level communication skills.
- Deep expertise in enterprise planning frameworks, performance governance, and strategic alignment methodologies.
- Strong understanding of statistical reasoning for decision models, scenario planning, and entitlement standards.
- Demonstrated ability to influence senior leaders and drive enterprise accountability with minimal oversight.
- Skilled in portfolio governance, cross-functional leadership, and enterprise-wide change integration.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

This leader will directly oversee a team of approximately three (3) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Operates with significant autonomy in establishing enterprise-wide strategic planning, accountability systems, and execution governance.
- Makes decisions with major financial, operational, and strategic implications relating to enterprise priorities.
- Acts as the authoritative advisor to the CSPI and executive leadership on strategic alignment, organizational performance, and initiative risk.
- Develops decision frameworks and entitlement models without direct oversight, advising executives on risk, performance, and strategic options.
- Represents the Strategy & Performance Improvement Office in enterprise forums, balancing diverse stakeholder interests while upholding enterprise priorities.

APPROVAL SIGNATURES:

Immediate Supervisor/CSPO	Date	Chief Administrative Officer	Date
Chief Executive Officer	Date		

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 40

Shift Premium: N/A

Rotating Shift: N/A

Senior Vice President, Strategy and Implementation

Department: Strategy and Performance Date: February 4, 2026

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		1
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/CSPO Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Vice President, Planning & Environment

Department: Planning

Date: September 25, 2023

Title of Immediate Supervisor: Chief Operating Officer

Pay Level: E2

POSITION SUMMARY: Responsible for the oversight of the Planning and Environmental Departments. Provide strategic analysis and recommendations to COO including the review and economic analysis of major projects being considered by the Greater Orlando Aviation Authority (GOAA) and for the analytical support of the Authority's international and domestic air service marketing and economic development efforts. Represent the Authority in assigned matters pertaining to GOAA's interest.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversight of all Planning activities including capital improvement programs, capacity studies, forecasts of future aviation activity, multi-modal development and preparation of strategic and master plans.
- Assemble and analyze statistical and economic information related to development patterns at Orlando and elsewhere to support the Authority's efforts to (1) market Orlando as an international gateway and an international/domestic transfer point and (2) expand domestic air service.
- Identify underserved and potential markets and develop presentation and marketing materials to demonstrate to airport stakeholders, government officials and other influential parties the attractiveness of the Orlando market.
- Oversight of Environmental, Sustainability and Wayfinding activities; monitor and evaluate the progress of initiatives which includes, signage, wetland permitting and mitigation, air, water and solid waste issues; permit compliance.
- Review and analyze major Authority projects, focusing on economic justification and financial feasibility, appropriate priority and timing, interrelationships with other projects, and compatibility with the Authority's stated mission and goals. Coordinate the activities necessary to confirm the projects' technical, economic, financial, and legal feasibility.
- Participate in the Authority's planning efforts, particularly the development of the annual objectives and those master planning and other planning tasks with a horizon of more than one year. Develop and evaluate alternative strategies for the accomplishment of the Authority's objectives.
- Propose and initiate studies of projects and alternative actions in order to advance the Authority's mission and goals. Identify and define problems in Authority activities and propose, carry out or coordinate studies to find effective solutions.
- Define and evaluate the effects of Authority projects on the airlines, other airport tenants and users, the traveling public, and other regional entities and activities. The Department will also evaluate the effects of activities by these groups on the Authority.
- Support the activities of the Airline Operations Department in handling international and domestic operations through Authority-managed space.
- Participate in the appropriate Authority staff committees, including the Concessions Procurement Committee, Construction Finance Oversight Committee, Ground Transportation Committee, Commercial Property Development Committee, Design Review Committee, airline and Board agenda reviews, airline negotiation sessions, and other working groups needed to coordinate the development and implementation of the Authority's objectives.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in economics, planning, transportation, finance or related fields preferred and ten (10) years of experience in financial or economic analysis, and/or long-range/strategic planning in increasingly responsible positions in related field, or an equivalent combination of related education, training, and experience. Aviation related work experience for a consulting firm, a construction company preferred. A.A.E accreditation preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of the aviation industry with emphasis on aviation planning, environmental permitting / compliance, principals of commercial and aeronautical leasing, operations, cargo, and financial and marketing strategies.
- Demonstrated presentation skills, both written and oral. Ability to prepare effective presentations to strategic and economic marketing and project analyses.
- Demonstrated ability to supervise, guide and motivate staff and consultants to support achievement of strategic planning, and development goals.
- Demonstrated ability to interact will all levels of GOAA staff; legal, marketing, financial, planning and management consultants; representatives of local, state, and federal government agencies; and all levels of the economic development community.
- Demonstrated knowledge of statistics, forecasting methodologies, financial analysis, and business presentation techniques.
- Computer skills using personal computer packages including financial, statistical, database and graphic presentation software preferred.
- Ability to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents.
- Knowledge of design, estimating, project and program scheduling, efficient time management methods
- Efficient and effective time management skills
- Demonstrated leadership skills
- Excellent written and oral communication skills, strong presentation skills, and the ability to communicate effectively in English
- Knowledge of engineering and construction means and methods, and management principles
- Ability to effectively lead and/or participate as a member of GOAA Committees.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- AAAE and/or APA-AICP related certifications preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately eight (8); employees, as well as direct and indirect oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Executive level position expected to demonstrate high degree of independence, initiative, judgment, and authority.
- May exercise independent judgement in complex technical issues, complete analysis, make related presentations, weigh conflicting data/priorities and recommend actions, communicate abstract concepts or complex technical data, research issues and evaluate the resulting data
- May require high level negotiation skills

- Develop policy, procedure and controls
- Actions which could significantly impact the Authority's costs or service levels, the Authority's liability or which could prove controversial for the Authority are referred to executive management or the Board for approval.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/COO	Date	Chief Executive Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Officials & Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Vice President, Planning & Environment

Department: Planning

Date: September 25, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/COO Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Vice President, Procurement Services

Department: Procurement | Date: January 31, 2023

Title of Immediate Supervisor: Chief Financial Officer | Pay Level: E2

POSITION SUMMARY: Responsible for providing organization, guidance and direction for all Purchasing and Material Control department activities regarding the procurement of Goods and Services, Contract Administration, Inventory Management, the development of Procurement Policies, Strategies and Process Improvements for Orlando International Airport (OIA) and Orlando Executive Airport (OEA) in an effective manner consistent with the strategic goals and the mission statement of the Greater Orlando Aviation Authority (GOAA). Responsible for advising GOAA's Senior Leadership of areas of concern and suggest solutions utilizing best practices in public procurement, and within the guidelines of GOAA's policies and procedures, regulatory statutes and federal agencies, as applicable.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Plan, develop, promote, and implement programs to meet the goals and objectives of the Purchasing and Material Control department activities. Develop business plan and establish priorities. Recognize, analyze and assess areas of concern, and develop proposed solutions. Establish and maintain the organizational structure best suited to accomplish GOAA's mission.
- Develop and implement policies, procedures and resources necessary for directing the Purchasing and Material Control Department in accordance with the GOAA-approved mission and objectives.
- Direct and oversee staff assignments to establish and maintain an efficient and effective organizational structure in all areas of assignment and confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications and business continuity. Maintain a safe and secure work area for employees. Prepare and conduct performance evaluations; participate in interviewing and selection of employees, and recommend disciplinary action, as needed.
- Make recommendations to GOAA's departments as to best practices and methods for procuring goods and services for the daily operations of both OIA and OEA.
- Assist GOAA's departments in the development of specifications, terms and conditions for all procurements, contracts and agreements necessary or incidental to the performance of the departments as necessary to accomplish the purpose of the GOAA mission.
- Act as the subject matter expert for GOAA related to Purchasing, Contracts and Inventory Management practices.
- Verify and maintain the adherence of regulatory requirements as well as the ethical and best practices as it relates to the Purchasing Department.
- Develop and implement strategies and methodologies for sourcing new products and services.
- Collaborate with internal customers to understand demand, assist budgeting, identify opportunities for improvement and cost savings.
- Collaborate with external business partners for emergency preparedness.
- Prepare and effectively administer the Purchasing and Material Control department budget.
- Oversee GOAA's Purchasing Card Program for compliance.
- Exercise approval authority as delegated by the Authority through the Operational Procedures (Section 450).
- Develop effective material management practices to maximize existing warehouse space, to facilitate the protection of resources, and to maintain a sensible balance between storing goods for issuance of just-in-time deliveries to meet GOAA's needs.
- Represent the Purchasing Department in case of Appeals or Protests.
- Responsible for staying current on all GOAA emergency response procedures and maintaining proper response as required.

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Business Administration, Public Administration or related field and ten (10) years of progressively responsible diversified work experience in procurement in a public sector, of which five (5) years must have been in a management capacity leading staff, preferably an airport or other transportation authority, or an equivalent combination of education, training and experience. Experience in warehouse management is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have demonstrated leadership skills; analysis and problem resolution skills; ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent written and oral communication and interpersonal skills
- Familiarity with State of Florida Contracts, GSA Contracts and other cooperative agreements
- Working knowledge of the solicitation and award process for major purchases of commodities, equipment and services, as allowed by statute in the State of Florida
- Working knowledge of specification, statement of work and purchase description development in the public sector
- Familiarity with State of Florida statutes pertaining to public procurement
- Working knowledge of contact document development and contract management
- Working knowledge of Surplus Property management, as allowed by statute in the State of Florida
- Strong negotiation skills
- Intermediate to advanced computer skills and Microsoft Office programs experience required, working knowledge of an Enterprise Resource Planning System, and an eProcurement system preferred.
- Strong understanding of the Florida Sunshine Law
- Effective budget management skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO) or Certified Professional Public Buyer (CPPB) or equivalent certification required

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees indirectly supervises a staff of approximately 26 including bargaining and non-bargaining, as well as indirect oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- High degree of independence, extensive latitude in initiative, judgement and authority.
- High level negotiation skills
- Establish plans, procedures, and guidelines for a division
- Interpret policy, contracts, laws, etc.
- Design, appraise, analyze, evaluate department objectives on a regular basis
- Responsible for decisions of high monetary impact
- Independent decisions based on public procurement and professional standards
- Assessment of the degree of risk when determining methods of procurement
- Decision to recommend outside contractors for specific assignments

- Procedural changes, which affect other departments or which, by policy, require executive management or Board approval, are recommended to appropriate level of management
- Actions which could significantly impact GOAA's costs or service levels, liability or which could prove controversial for GOAA are referred to executive management or the Board for approval

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CFO	Date	Chief Executive Officer	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Officials and Administrators
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Vice President, Procurement Services

Department: Procurement

Date: January 31, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/CFO Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Senior Vice President, Public Affairs

Department: Public Affairs | Date: September 28, 2023

Title of Immediate Supervisor: Chief - External Affairs | Pay Level: E2

POSITION SUMMARY: Oversee all external and internal communications efforts for the Greater Orlando Aviation Authority (GOAA), including crisis management, media relations, senior leader communications, the development of integrated change management and communications plans, brand planning and execution of critical meetings and events. Advise the Chief Executive Officer (CEO) and the leadership team on communication matters.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Leverage communications strategies, focus on customer service and economic development role in the region, and considering the viewpoint of multiple stakeholders. Assist with synergistic messaging and brand consistency across all communications channels, and drive overall communications to achieve GOAA strategic goals and position GOAA airports strategically both nationally and internationally. Make formal recommendations to Board, staff and stakeholders to promote the GOAA brand. Monitor the effectiveness of communications programs.
- Build and maintain relationships with journalists, industry representatives, online influencers and key internal stakeholders. Serve as a key media contact; responsible for enhancing and cultivating relationships with the media and public relations industry. Proactively pitch stories to media that position GOAA as specialists on key airport/aviation industry issues as well as updates on expansion, capacity, customer service and other amenity projects. Oversee the development and distribution of press materials, key messages and speeches, Q&A documents, and key presentations. Mentor, review, and approve team member communications. In crisis situations confirm, communicate and coordinate messaging and information and set up of Joint Information Center for media response and the inclusion of other agencies as the situation requires.
- Prepare leaders to represent the Authority in a positive manner and help manage media communications around sensitive situations. Implement coaching techniques to prepare spokespeople and leaders for interviews and speaking engagements.
- Collaborate with other Communications Directors, Directors, media relations specialists and communicators within the Authority and throughout the community.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Verify processes are in place for effective selection, training and development of qualified staff, performance reviews, succession planning, communications, emergency response, business continuity, etc.
- Work with community organizations in promoting the GOAA brand, messaging and coordinating the positive assets of the Authority and its responsibilities.
- Develop and effectively administer assigned budgets.
- Overall responsibility for compliance with federal, state, local and other laws, rules, regulations and permits.
- Recommend and implement policies, procedures, safety measures, emergency response plans, etc.
- Maintain a work environment that promotes the organizations values, ethics, integrity and legal responsibilities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Communications, English, Public Relations, Journalism or related field, and a minimum of ten (10) years progressively responsible management experience that includes proven success in the following: developing and executing external communications strategy and plans for a large organization, preferably in professional services; managing and delivering sensitive, crisis and executive communications in a large-scale corporate environment; and advising/interacting with senior executives and public officials, or an equivalent combination of education, experience and training. Television/media industry experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Effective oral and written communication skills
- Demonstrated ability to engage and lead team members, providing effective guidance, coaching and capability development, maintaining close understanding of all team activities, ensuring high quality for all activities/deliverables, and implementing course corrections when needed
- Excellent public speaking and presentation skills
- Demonstrated ability to measure the effectiveness of communication strategies and approaches
- Demonstrated ability to work across internal and external communications lines with understanding of how the influence each other
- Highly skilled in emergency interactions with media
- Proven ability to pursue outreach and develop relationships in the community and region to promote the Aviation Authority's community value and partnerships
- Intermediate computer skills in Microsoft Office programs
- Demonstrated leadership skills and effective management style
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees
- Oversight responsibility for department of approximately seven (7) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Highest level of judgment required to manage GOAA's message during emergency or crisis situations.
- Failure to represent the Authority accurately could result in misrepresentation of the Authority, with potential legal complications and an overall negative impact

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CEA Date

Chief Executive Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Senior Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Senior Vice President, Public Affairs

Department: Public Affairs

Date: September 28, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Video and Camera Equipment					X	3

SUPERVISOR COMMENTS:

Immediate Supervisor/ CEA Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Service Desk Technician

Department: Information Technology

Date: April 20, 2022

Title of Immediate: Assistant Manager, User Services

Pay Level: L17

POSITION SUMMARY: Perform high level diagnostics and repairs on failed computer equipment. Replace or repair faulty system components as designated by Assistant Manager, User Services. Install and configure a variety of software on workstations used throughout the Greater Orlando Aviation Authority (GOAA).

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform preventative and regular maintenance on personal computers, peripherals and other equipment as required.
- Perform installation, configuration, relocation and support of the Authority's computer equipment and workstation software.
- Responsible for the timely completion of assigned work orders.
- Maintain an on-hand inventory of computer related parts and supplies for repairs and upgrades.
- Receive user helpdesk calls, documents user's requests, and provides telephone assistance for troubleshooting, installation and configuration of the Authority's computers and software.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Computer Science or related field or an equivalent in-depth, specialized combination of education, training and experience in Information Systems required, and three (3) years experience in computer technical support in a PC network environment, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of MS Windows and Windows based software required.
- Thorough knowledge of computer hardware diagnostics and repair required.
- Must possess excellent verbal and written skills.
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems.
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Independent judgment for technical issues is critical and required routinely on a daily basis.
- Provide coverage for performs duties necessary to assure the Authority's normal operating schedule.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non Exempt
EEO Category: Technicians
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Service Desk Technician

Department: Information Technology Date: April 20, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		3
51+ lbs					X	3
Bending/Stooping			X			3
Pushing, Pulling and/or Digging			X			2
Reaching over head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Must be able and willing to work non-standard shifts as needed to accommodate airport operations				X		3

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

Social Media Coordinator

Department: Public Affairs Date: January 10, 2025

Title of Immediate Supervisor: Manager, Social Media Pay Level: L23

POSITION SUMMARY: The Social Media Coordinator will assist in monitoring and interacting with Orlando International Airport's social media channels to uphold the organization's image and maintain an engaging, consistent tone. This role focuses on supporting positive interactions and ensuring timely responses across social platforms. Ideal candidates should have a basic understanding of social media engagement, an eye for detail, and some basic knowledge of social media editing and scheduling tools.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assists the social media team by collaborating, engaging, and monitoring all social channels, while also assisting in providing coverage of necessary events at the airport and other locations as needed.
- Assists in the development of strategies to improve the number of followers, engagement, and brand recognition across social media platforms.
- Researches target audiences and collaborates with the marketing/social media team to develop effective strategies.
- Innovates ways to engage online influencers to drive brand awareness.
- Tracks performance of various social media initiatives and develops/implements changes to improve business results. Creates reports and presentations to communicate findings.
- Identifies new social media trends that can benefit the organization. Keeps current on emerging social media trends and make recommendations on new opportunities.
- Support in strengthening relationships with influencers and external partners to promote brand visibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor’s degree and three (3) years of experience related to communications, film, video production, digital cinematography or graphic design or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Experience coordinating social media content for an organization including but not limited to Facebook, X, and Instagram.
- Ability to communicate effectively with multiple audiences, while keeping a consistent brand voice across all social channels.
- Ability to work independently and as a team member.
- Knowledge of camera functions and operations.
- Some knowledge of Adobe Creative Suite.
- Ability to multitask and prioritize time-sensitive projects.
- Proficient in Microsoft Office applications.
- Willing and able to work a flexible schedule including early mornings, late evenings, holidays, and weekends as required to capture content.
- Ability to adapt content for various platforms and audiences.
- A team-oriented individual with excellent communication and collaboration skills
- Expertise in scheduling, monitoring, and engaging on social media accounts across multiple platforms (e.g., Instagram, Facebook, Twitter, LinkedIn).
- Skilled in using social media management tools (e.g., Hootsuite, Buffer, Sprout Social).
- Strong understanding of social media trends, best practices, and platform-specific strategies.
- Ability to track and report social media metrics to measure engagement and optimize content strategy.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: (*Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: (*Include examples of situations where this position might exercise independent and make decisions)*

- Work independently under minimum supervision, exercising considerable judgment and discretion.
- Expected to manage job responsibilities in a timely manner to meet deadlines and maximize productivity and efficiency.
- Position provides assistance by answering questions and helping others.
- Interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date	Department Senior Vice President Date
Vice President, Human Resources Date	

FLSA: Exempt

EEO Category: Administrative Support

Management Leave Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Social Media Coordinator

Department: Public Affairs Date: January 10, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency	**Importance**
Constant: More than 80% (6 1/2 hours or more per 8 hour day) **Very Frequent**: 51-80% (4 1/2-6 hours per 8 hour day) **Frequent:** 21-50% (2 1/2-4 hours per 8 hour day) **Occasional:** 6-20% (1-2 hours per 8 hour day) **Rare:** 0-5% (Less than 1 hour per 8 hour day)	3 - Critical part of Job; can't be done any other way 2 - Important, but may be performed in some other way 1 - Not Critical; may be reassigned or not performed at all

Physical Effort	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Senior Vice President Date

Vice President, Human Resources Date

Senior Manager, Finance Administration & Strategic Projects

Department: Finance

Date: January 2, 2026

Title of Immediate Supervisor: Executive Vice President / Chief Financial Officer

Pay Level: L31

POSITION SUMMARY: Provides senior-level operational, administrative, and strategic support to the Chief Financial Officer and finance leadership. This position is responsible for coordinating Finance projects, administrative operations, procurement activities, and governance processes that support departmental objectives. Serving as a trusted representative of the CFO, this position exercises discretion and judgement in prioritizing work, coordinating executive-level activities, and facilitating communication across internal and external stakeholders. This role also supports the development, review and execution of Board materials, contracts, sponsorships, and funding commitments to ensure alignment with organizational priorities and regulatory requirements.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manage procurement processes from start to finish for financial services including, but not limited to, Banking Services, Lines of Credit, Bond/Tax Disclosure Counsel, Financial Advisors, Airport Consultants, Investment Advisors, Financial Auditors, and Financial Consultants. Manage successful transition and onboarding of new professional consultants and vendors in coordination with the CFO and finance leadership to ensure continuity of services and alignment with strategic objectives.
- Manage the strategic planning and successful execution of projects from inception to final product for the Finance department, maintaining smooth and effective workflows, and meeting established deadlines within budget. Develop project timelines based on prioritization, planning and resource utilization. Identify and coordinate project teams and resources, track assigned tasks, and verify timely completion of all deliverables. Manage project budget. Serve as central point of coordinator for Finance initiatives, monitoring progress, resolving routine issues, and identifying risks or conflicts requiring CFO and/or executive attention.
- Identify issues, manage the department leadership's expectations, and provide recommendations for creative solutions or workarounds based on knowledge of departmental priorities, interdependencies, and contributing factors to support executive decision-making and effective prioritization.
- Manage document control to confirm successful execution and publication, when applicable, of critical project documentation. Review project deliverables for completeness, quality, consistency, and compliance with established standards.
- Attend meetings on behalf of the CFO and executive staff and provide status of projects as needed. Serve as liaison between the CFO and internal and external stakeholders, providing project status updates, summaries, and follow-up items as needed.

- Manage Finance department's office administration by coordinating resources and maintaining optimal departmental administrative coverage for the Chief Financial Officer, Deputy Chief Finance Officer, Vice Presidents, and Assistant Vice Presidents. Maintain proper cross-training and functionality between administrative assistants, adequate coverage during lunch breaks, vacations and other out of office instances, and maintain shared systems and files on the Finance Administration network drive(s) to support efficiency and continuity of operations.
- On behalf of the CFO, manage the Board agenda process to verify all Finance department items are submitted to the appropriate Committee(s) and the Aviation Authority Board in a timely manner, and are coordinated, reviewed, and aligned with executive messaging and priorities. Prepare all memos and supporting documents for submission to Finance Committee, Capital Management Committee, Procurement Committee, and Aviation Authority Board.
- Assist with financial analysis on concessions, engineering and construction procurement proposals, and others initiatives as requested.
- Manage the sponsorship review and coordination process to ensure that all Aviation Authority funding opportunities for sponsorships and related purposes are evaluated for legal compliance and adherence to applicable federal regulations prior to approval or commitment, coordinating with legal, finance, and executive leadership as needed.
- Serve as the Authority Authorized Representative (AAR) for assigned contracts. Verify insurance requirements through Risk Management for all applicable contracts; manage and coordinate contract execution, timely renewals/amendments, and verify invoices for payment; provide recommendations to management for problem resolution. Negotiate renewals and amendments as assigned.
- Manage Finance department annual budget coordination, including development and ongoing monitoring in support of CFO oversight and fiscal accountability. Review and process invoices and financial transactions such as purchase requisitions, professional services releases, service receipts, and direct pay requests in accordance with policy.
- Manage the Aviation Authority Travel Services and Travel Card Program. Interact with stakeholders to confirm Travel Program supports business objectives; review, update and administer the Aviation Authority's Travel Expense & Subsistence Policy and Travel Card processes and procedures; monitor travel activity and identify cost savings; provide analytics and reports to leadership; manage any and all contracts related to the Program; and monitor card violations and notify appropriate management personnel. Manage and supervise the Authority's Travel Administrator.
- Manage the Aviation Authority Procurement Card Program. Interact with stakeholders to confirm Procurement Card Program supports business objectives; review, update and administer Procurement Card processes and procedures; monitor card activity and identify cost savings; provide analytics and reports to leadership; manage any and all contracts related to the Program; and monitor card violations and notify appropriate management personnel.
- Manage the process to ensure all Finance Organizational Policies, Sections 401-01 through 440-01, 450-01 through 450-07 and 470-01, are periodically reviewed, evaluated, and updated as necessary.

- Prepare Project Initiation Forms (PIFs) and Requests for Proposal (RFPs) in coordination with the Purchasing department; circulate as required to obtain approvals.
- Maintain assigned contract and agreement files including records retention processes.
- Serve as back-up recording secretary for sunshine meetings, including strategic ad hoc committees, Finance Committee, and Capital Management Committee.
- Supervise employees in assigned areas. Assign work; monitor hours of work; authorize time sheets; ensure compliance with established policies, procedures, and standards; advise management of areas of concern and recommended solutions; conduct performance evaluations; provide training as needed; participate in interviewing and selection; recommend disciplinary action as appropriate; and ensure the safety and security of the work area while modeling professionalism, discretion, and sound judgment in support of executive operations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor degree in Business Administration, Public Administration or a related field and five (5) years of contract and /or project management related experience, or an equivalent combination of education, training and experience.
- Knowledge of and experience with document control, staff supervision, project management, accounting functions, and contract and agreement administration are required.
- Experience working in a public-sector or quasi-governmental environment, with the ability to navigate governance structures, stakeholder interests, and organizational dynamics with professionalism and discretion, is also required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong project management skills, including the ability to plan, prioritize, and manage multiple initiatives concurrently
- Effective negotiation skills appropriate for professional services, contracts, and vendor relationships
- Strong attention to detail with the ability to meet deadlines; excellent organizational and time-management skills
- Demonstrated ability to analyze data and apply analytical reasoning to project planning and execution
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Ability to present information clearly and professionally to large and diverse groups, including executive leadership and governing bodies.
- Demonstrate ability to handle confidential and sensitive information with discretion and professionalism
- Working knowledge of the solicitation and award process
- Working knowledge and experience in maintaining contract files and administering and enforcing contract provisions
- Ability to read, interpret and apply contracts, agreements, and related policy requirements

- Demonstrated ability to work independently, exercise sound judgement, and work with minimal supervision
- Excellent verbal and written communication skills
- Strong computer skills, including experience with Oracle Financials and Microsoft Office applications including, Word, Excel Outlook, PowerPoint, SharePoint, etc.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately six (6) employees plus full-time extension of staff as needed
- Supervise activities of personnel involved in strategic projects.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with minimal supervision, exercising a high level of initiative judgment and authority within established policies and guidelines.
- Independently manages and prioritizes multiple concurrent projects, completing work under pressure to meet strict deadlines.
- Relies upon experience and professional judgment to plan work, research issues, evaluate data, prepare documents, and carry out responsibilities.
- Expected to manage job responsibilities in a timely manner to meet deadlines and escalate issues requiring executive awareness or discretion as appropriate.
- Establishes priorities to maximize productivity and efficiency, and alignment with departmental and executive objectives.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor / CFO Date	Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Technician

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Senior Manager, Finance Administration & Strategic Projects

Department: Finance Date: January 2, 2026

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include

Frequency		**Importance**
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Standing				**X**		**2**
Walking				**X**		**2**
Sitting		**X**				**2**
Lifting: 0 – 20 lbs					**X**	**1**
20 – 50 lbs					**X**	**1**
51+ lbs					**X**	**1**
Bending/Stooping					**X**	**1**
Pushing, Pulling and/or Digging					**X**	**1**
Reaching over head					**X**	**1**
Kneeling, Crawling					**X**	**1**
Climbing (ladders, stairs, hills)					**X**	**1**
Typing/CRT (attention to detail)	**X**					**3**
Speaking & Hearing	**X**					**3**
Detailed Inspection/Reading/Editing	**X**					**3**
Writing	**X**					**3**
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					**X**	**1**
Noxious Fumes					**X**	**1**
Chemicals					**X**	**1**
Insects					**X**	**1**
Heights, Confined Areas					**X**	**1**
Excessive Noise					**X**	**1**
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				**X**		**3**
General Office Equipment (Computer, Copier, Fax, etc.)	**X**					**3**
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

Strategist, CX Passenger Journey

Department: Customer Experience

September 9, 2024

Title of Immediate Supervisor: Assistant Manager, Passenger Journey

Pay Level: L24

POSITION SUMMARY: Assist with the development, implementation, and oversight of projects and designs to provide a seamless and efficient passenger journey for each customer touchpoint. Support the Greater Orlando Aviation Authority's customer efforts to promote and enhance customer experience and exceed the expectations of our guests.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Collaborate with the Planning Department to create unique designs and branding signage.
- Analyzes target audiences' cognitive, cultural, physical, and social environment to support the planning and implementation of designs.
- Analyze and interpret large data sets to identify trends, patterns, and areas for improvement.
- Present data-driven insights and recommendations to improve overall scores and feedback, ensuring that decisions are based on solid data analysis. Suggest enhancements to customer touchpoints based upon identified Airport personas and passenger journeys.
- Builds and maintains detailed reports and dashboards that effectively communicate key metrics, current scores, and performance standings through consumable numbers and graphs.
- Collaborate with stakeholders to develop action plans based on data findings, driving continuous improvement in performance metrics.
- Utilizes signage and map designs, symbols, colors, and typography to effectively navigate customers through Orlando International Airport.
- Conducts sign placement audits to ensure a seamless passenger journey.
- Facilitates a positive passenger journey from arrival to departure.
- Reviews and provides feedback on project outputs.
- Proactively seeks out new skill sets and tools that complement design process, development, and wayfinding.
- Participates in meetings with team members and proactively coordinates tasks for smooth workflow.
- Works closely with other GOAA departments and airport partners to address customer feedback and implement improvements to the passenger journey.
- Supports the Assistant Manager, CX Passenger Journey in all efforts to create a positive customer experience.
- Keeps abreast of industry "Best Practices" and trends in Customer Experience and the passenger journey and incorporates it into the Customer Experience program as applicable.
- Participates in industry events and networking opportunities.
- Participates with various Aviation Authority sanctioned teams and initiatives. Serves as an active member of the Customer Service Advisory Council.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor Degree in Aviation Management, Business Administration, Hospitality and Tourism, Data Analytics, or related field, and two (2) years of experience in a customer-centric role, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Clearly articulates ideas verbally and visually.
- Experience creating and working with design guidelines.
- Excellent conceptual and strategic thinking skills with a user-centered focus.
- Ability to work across multiple projects and shifting priorities.
- Pays attention to accuracy and detail while able to think systematically
- Possesses outstanding organizational skills.
- Ability to effectively analyze data to determine areas of success and opportunity and trends.
- Knowledge of airport and Authority's structure, goals, and objectives.
- A team player who easily builds relationships with internal and external customers.
- Must always represent the Authority in a professional and courteous manner.

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision or direction – substantial latitude in initiative, judgment.
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Authority.
- Exercise independent judgment while making decisions re: customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Interim Chief CX Officer	Date
Senior Manager, Human Resources	Date		

FLSA: Exempt
EEO Category: Professional
Management Hours: 24

Shift Premium: N/A
Rotating Shift: N/A

CX Passenger Journey Strategist

Department: Customer Experience September 9, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting		X				2
Lifting: 0 – 20 lbs.					X	1
20 – 50 lbs.					X	1
51+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					**X**	**1**
Noxious Fumes					**X**	**1**
Chemicals					**X**	**1**
Insects					**X**	**1**
Heights, Confined Areas					**X**	**1**
Excessive Noise					**X**	**1**
Other						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)	**X**					**3**
GOAA/Personal Vehicle				**X**		**2**
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

Strategic Program Administrator

Department: Business Opportunity & Exchange
Date : January 22, 2026

Immediate Supervisor: Assistant Manager, Incubator Program Office of Business Opportunity & Exchange
Pay Level: L23

POSITION SUMMARY : The Strategic Programs Administrator is responsible for designing, implementing, and managing outreach, community engagement, and partner relations strategies that support the growth and visibility of the incubator and small business development programs. This role leads engagement with chambers of commerce, business associations, community organizations, entrepreneurs, and civic stakeholders to expand awareness, participation, and collaboration.

The Strategic Programs Administrator develops outreach plans, coordinates public-facing events, prepares promotional and marketing materials, and conducts presentations to external audiences. The position plays a critical role in building relationships, increasing program participation, strengthening community connections, and ensuring the incubator is recognized as a regional hub for entrepreneurship support and economic growth.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develop and execute outreach plans to promote incubator and small business program policies region-wide.
- Serve as primary liaison to chambers of commerce, business networks, and community organizations.
- Conduct presentations to educate entrepreneurs and partners about available programs and resources.
- Represent the incubator at community events, business resource fairs, and public meetings.
- Create and maintain program marketing collateral such as brochures, one-pagers, slide decks, newsletters, and social content.
- Coordinate messaging and branding for outreach efforts and partner communications.
- Support website updates and media content to highlight participant success and program impact.
- Cultivate partnerships with economic development agencies, business support organizations, and educational institutions.
- Track and follow up with stakeholders on referrals, collaboration opportunities, and information-sharing needs.
- Maintain active communication pipelines to support continued engagement.
- Plan logistics for workshops, networking events, open houses, and information sessions.
- Coordinate speakers, venues, participant rosters, and event follow-up.
- Collect participant feedback for continuous improvement.
- Track engagement activities and outreach outcomes.
- Prepare engagement reports and summaries for leadership and partners.

- Track program development for grant reporting needs.
- Perform other related duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Communications, Marketing, Public Relations, Business, Public Administration, or related field.
- 3+ years of experience in outreach, community engagement, partnership development, or program coordination.
- Strong public speaking and presentation skills.
- Ability to build relationships with diverse business and community stakeholders.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Experience working with chambers of commerce, small business organizations, or economic development programs.
- Ability to create marketing collateral and outreach messaging.
- Familiarity with Customer Relationship Management system, Canva, social media scheduling tools, and Microsoft Office.
- Excellent analytical, problem solving and negotiation skills
- Working knowledge of Microsoft Office suite, IPro, Small Business Data Management System and similar software preferred
- Demonstrate professionalism and leadership; strong communication skills; ability to interact with Authority staff, contractors, small businesses, and representatives of government/regulatory agencies
- Ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent attention to detail
- Leadership skills preferred

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently under moderate supervision, exercising high level of independent judgement and discretion
- High level problem - solving skills
- Make emergency decisions
- May be responsible for the quality and quantity of work and methods
- Manage multiple projects with a wide variety of tasks, determining priorities

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or

may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/VP Date	Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Strategic Program Administrator

Department: Business Opportunity & Exchange Date: January 22, 2026

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, Revenue Control

Date: January 7, 2015

Department: Finance

Grade/Level: Exempt; L26

Title of Immediate Supervisor: Assistant Director, Finance

POSITION SUMMARY: Supervise the Revenue Control section of the Finance department, including the invoicing and collection of all revenue and security deposits due to the Authority and compliance with policies, procedures and departmental budgets. Review contract documents for compliance, maintain and monitor Letters of Credits and Bonds documents for renewal and rating status. Prepare month-end and year-end schedules for the Comprehensive Annual Financial Report and work with independent auditors. Responsible for the development of internal controls that are designed and operate effectively to prevent or detect and correct misstatements on a timely basis and safeguard the assets of the Authority.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Supervise accounts receivable process to ensure adherence to the Authority's policies and procedures, and that internal controls are designed and operate effectively to prevent or detect and correct misstatements on a timely basis and safeguard the assets of the Authority.
- Supervise the revenue invoicing and remittance established in leases, amendments, space-use permits, contracts, etc., to ensure invoicing accuracy. Maintain and ensure the accuracy of the revenue accounting records to facilitate a timely reporting of financial condition to management.
- Supervise the preparation of the daily deposit and recording of revenue and cash receipts. Ensure that all internal controls related to this area are always operating as designed.
- Supervise the proper recording, accounting and monitoring renewal and rating status of security deposits received. Ensure that all customers have the appropriate security deposits and any replacement security deposits are received prior to expiration of the existing security deposits.
- Review requests for refunds and credit memos and ensure that they are in compliance with the customer agreements and are supported by adequate documentation.
- Supervise collection procedures on delinquent accounts receivable. Analyze delinquent accounts receivable reports to ensure timely payment from tenants, concessionaires, air carriers and other customers. Monitor delinquent accounts with security deposits. Prepare and draw down on security deposits as necessary in the collection effort. Report to management on delinquent accounts on a timely basis and recommend actions pursuant to agreements. Work with legal on bankruptcies and other legal matters.
- Review reports generated by the Accounts Receivable department for reconciliation, journal entry recording, monitoring and reporting purposes. Review reconciliation of Accounts Receivable to the General Ledger. Perform analysis of various general ledger accounts and ensure that any reconciling items are resolved timely.
- Review and remit monthly sales tax, excise tax, gross receipt tax and communication service tax returns. Ensure compliance with all regulatory requirements.
- Prepare month-end schedules, annual schedules and notes for the Comprehensive Annual Financial Report and with work with independent auditors.
- Assist with the annual revenue budget.

RESPONSIBILITIES (Continued):

- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance reviews; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.

- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

- Bachelor degree in Accounting or related field, and five (5) years of experience in revenue accounting and revenue collections, or an equivalent combination of education, training, and experience. Strong understanding of revenue accounting concepts, practices and procedures required. Supervisory and collections experience required. Oracle and PropWorks experience desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must possess strong interpersonal and leadership skills
- Must have strong knowledge of Excel, Word and Access Database.
- Must be familiar with computerized accounting systems
- Ability to handle multiple responsibilities throughout various financial areas
- Ability to understand and carry out complex oral and written instructions
- Ability to deal tactfully and courteously with employees and the general public
- Ability to communicate clearly and effectively, both orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors, and the general public.
- Strong organizational skills to prioritize work and meet deadlines

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant license desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

Supervise staff of approximately five (5) employees

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Interprets policy and procedure minimal
- High degree of independence with minimal supervision
- Decisions affecting important administrative and accounting procedures.
- Coordinate decisions effecting other GOAA departments with Finance management staff
- High level problem-solving skills

APPROVAL SIGNATURES:

_____ Date_____
Immediate Supervisor

_____ Date_____
Department Director

_____ Date_____
Director of Human Resources

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor – Revenue Control
Department Finance
Date January 7, 2015
Section 111

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting	X					3
Lifting A. __ 0 - 20 lbs.				X		2
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging						1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Landside Operations

Department: Airport Operations – Landside | Date: April 1, 2021

Title of Immediate Supervisor: Assistant Manager, Airport Operations – Landside | Pay Level: L21

POSITION SUMMARY: Coordinate and supervise the daily operational activities of the Airport Operations – Landside Division. Responsible for the safe and orderly operation of the Landside Main Terminal and associated areas to confirm appropriate responses are initiated for all incidents and emergencies. Provide direction and training to maintain consistent and proper application of all rules, regulations, and procedures. Provide supervision, leadership, and direction to Terminal Operations Specialists and Traffic Enforcement Specialists. Act as the after-hours designee for Landside Operations.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assure traffic safety, traffic enforcement, and enforcement of the Ground Transportation Rules & Regulations and Transportation Security Administration's (TSA) mandates concerning unattended vehicles. Issue and oversee the issuance of Notices of Violation (NOV), when appropriate.
- Provide proper response and direction during airport emergencies, to include fire alarms/medical emergencies, vehicle accidents, bomb threats, civil disturbances, and other unique situations from a Landside Operations' perspective.
- Supervise, plan, and review daily tasks performed by Terminal Operations Specialists and Traffic Enforcement Specialists. Monitor hours of work, prepare and conduct performance evaluations, and recommend disciplinary action when necessary. Participate in the interview process and train Department employees to maintain consistent and proper application of all Ground Transportation related rules, regulations, procedures, ordinances, and statutes. Advise management of areas of concern and recommend solutions. Provide for the safety and security of the work area.
- Collect information and prepare written reports, logs, and correspondence as required. Responsible for review and accuracy of all reports and logs produced by the Department's Specialists. May enter data and related notes into wireless on-line hand held device.
- Maintain continuous focus on customer service with an emphasis on interpersonal skills, written or verbal.
- Provide assistance in the Emergency Operations Center (EOC) and act as the Landside Division representative.
- Assist the traveling public by providing information concerning flight activity, the airport, directions to Central Florida attractions and other locations, and any other assistance as appropriate.
- Perform Lost and Found duties and responsibilities as required.
- Provide testimony during Ground Transportation Hearings and court proceedings regarding Ground Transportation NOVs, parking citations, and other legal proceedings, as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Business Administration, Public Administration, Aviation/Aerospace Management, or related field and four (4) years airline/airport operations experience in an area related to operations or an equivalent combination of education, training, and experience. Previous supervisory or lead experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of the Airport Emergency Plan (AEP), CFR 1540 & 1542 (airport security), Ground Transportation Rules and Regulations, and other Orlando International Airport rules and policies
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired

- Demonstrated computer skills and knowledge of Microsoft programs required
- Must be able to work rotating shifts, weekends, evenings, nights, holidays, and special events
- Ability to stand and walk for extended periods of time, often in adverse weather conditions and in areas with noxious fumes
- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects.
- Ability to make timely and critical decisions with limited information and resolve operational conflicts within the parameters of established guidelines/procedures. Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Ability to maintain a high level of professionalism and diplomacy at all times while interacting with the public and in potentially stressful, difficult, and confrontational situations
- Analytical skills required to analyze available information and implement an appropriate action plan.
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledge of Central Florida and the surrounding areas

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Parking Enforcement Specialist Training (PEST) certification within three (3) months of attaining position
- NIMS 100/200/300/400/700/775/800 required within 12 months of attaining position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 13 – 18 employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Initiate day to day operational decisions based on interpretation of Orlando International Airport rules and policies
- Able to evaluate safety and security aspects of the main terminal and surrounding roadway logistical system
- Must be capable of responding to any emergency that arises and provide support to all GOAA Departments

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Chief of Operations	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Service-Maintenance
Shift Premium: N/A
Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Landside Operations

Department: Airport Operations – Landside Division Date: April 1, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting				X		3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging					X	3
Reaching over head				X		3
Kneeling, Crawling					X	3
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing				X		2
Traffic Management			X			3
Must be able to work rotating shifts, weekends, evenings, nights, holidays, and special events	X					3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes			X			3
Chemicals					X	1
Insects				X		3
Heights, Confined Areas					X	3
Excessive Noise			X			3
Dispute/Conflict Resolution			X			3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
2-Way Communication Radio	X					3
Wireless Handheld Device				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Commercial Properties

Department: Commercial Properties | Date: April 4, 2018

Title of Immediate: Senior Director, Concessions and Properties | Pay Level: L24

POSITION SUMMARY: Supervise and perform contract analysis, financial analysis and systems analysis within the Commercial Properties department, including but is not limited to, the interpretation, verification and recording of contract terms and conditions; the forecasting, budgeting and reporting of revenues, expenses and key performance indicators; and the testing, monitoring and assessment of the accuracy and proficiency of data management systems. Maintain the Authority's Rates and Charges schedule document, and GIS/PROPworks interface table. Supervises employees responsible for similar tasks and responsibilities. Oversight responsibility for the processing of airline commercial service permits.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Primary interface with various departments including Finance, FinApps IT and Planning to maintain consistency and accuracy of department's data systems; review and coordinate the department's end user acceptance testing for system upgrades and customization requests; troubleshoot and resolve issues.
- Develop and disseminate complex custom reports in the lease management system and other database systems; create and supervise the development of budget, revenue and/or activity reports to include information from monthly concession reports from various aeronautical service operators, other departments and external customers.
- Lead responsibility for revenue reporting and coordination of the annual update to the Rates and Charges schedule; conduct rates and charges and other surveys as needed.
- Verify updates to the space interface module in the lease management system; accept or reject space changes and coordinate resolution of issues; process loader and maintain holder agreements; review the planned use of the spaces, assign spaces to their respective agreements, and administer timely billing.
- Create and enter data in to the lease management systems; coordinate the assignment of general ledger account numbers with Finance; enter contractual changes and process adjustments in the lease management system and other database systems.
- Develop and maintain the department's procedures and business practices as they relate to the lease management system and other database systems; provide guidance and make sure procedures and business practices are applied consistently and accurately.
- Oversee new user and recurrent system training for staff.
- Assist senior management in matters related to non-standard forms of agreements including coordination with legal counsel regarding research, interpretation, preparation of lease summary and establishing/developing relevant business rules for ongoing administration of agreements.
- Meet and/or correspond with existing and potential airline and service providers to determine needs. Perform, supervise and provide guidance in the preparation of standard form permits, leases, amendments, renewals, and associated documents; calculate fees and verify receipt of payment, insurance certificates and required documents data entered in the system is timely and accurate.
- Supervise assigned employees doing similar work. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.

DUTIES AND RESPONSIBILITIES (continued):

- Coordinate and develop the department's annual operating, revenue and capital budgets; confirm revenue accurately reflects funds in the appropriate revenue budget; review monthly rental car and FBO reports for consistency and reasonableness.
- Confirm receipt of permit concession activity data and review for accuracy, completeness and contractual compliance; monitor collection of data essential to revenue reporting and preparation of annual revenue budgeting.
- Direct the timely generation and distribution of the monthly Tickler Date report to facilitate rent adjustments and respond to crucial dates and milestones.
- Track lease terms in support of the preparation of lease disclosures.
- Oversee the FBO and fuel consortium fuel usage and the compilation and dissemination of monthly reports; oversee and track customer activity reports and compile and maintain statistical data to provide revenue forecasts.
- Confirm compliance with insurance requirements. Coordinate review of monthly reports and resolution of non-compliance issues.
- Coordinate rates and charges web updates.
- Assist with general administrative support as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Management, Public Administration, Finance or Accounting and four (4) years of experience in an office or commercial real estate environment, to include budgeting, revenue reporting, contract processing, dealing with customers, spreadsheet and word processing skills, or an equivalent combination of education, training, and experience. Knowledge of airline/aviation commercial property management required; supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent written and oral presentation skills
- Strong organizational and customer service skills
- Strong financial or accounting skills
- Ability to read and interpret basic contract language
- Intermediate to advanced skills with Microsoft Office Suite
- Knowledge of Oracle and PROPworks lease management system

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under limited supervision and general direction, exercising a high level of independent judgement and discretion.
- Ability to make sound decisions, attention to detail, and decision-making skills on technical issues.
- Understand and apply the Authority's rates and charges structure. Ability to read, and interpret leases, permits, amendments, renewals and associated documents to ensure appropriate business practices are being utilized in applicable database systems.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/Senior Director Date

Chief Operating Officer Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Commercial Properties

Department: Commercial Properties Date: April 4, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting					X	1
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/Senior Director Date

Chief Operating Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Parking Operations

Title of Immediate: Manager, Parking Operations Pay Level: 21

POSITION SUMMARY: Coordinate and supervise the daily activities and operation of public parking facilities and employee parking facilities. Verify contractor compliance of operational obligations as contractually required. Provide direction and training to maintain consistent and proper application of all rules, regulations and procedures. Provide supervision, leadership, and direction to Parking Specialists.

DUTIES AND RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every junction which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Coordinate the operational daily activities of public parking facilities and employee parking facilities.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Provide operational support to management as assigned, including the development and implementation of procedures to meet department needs.
- Verify compliance of all traffic safety, traffic enforcement, and parking enforcement regulations. Provide direction and training to maintain consistent and proper application of all rules, regulations, and procedures.
- Establish and maintain records and reports appropriate to area of responsibility.
- Monitor contracts and contractors to maintain timely compliance with the contract requirements and standards.
- Continuously interact and communicate with contractors and the traveling public; resolve escalated or complex issues
- Respond to various situations that occur at any of the parking facilities.
- Confirm payroll data and maintain all supporting documentation.
- Assist with crowd control, traffic control, and coordination of parking facilities and/or Ground Transportation facilities during emergencies and irregular operations.
- Coordinate special projects, including those that require facility closures or partial facility closures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree and three (3) years experience related to the parking industry, ground transportation and/or airport operations, to include customer service experience, or an equivalent combination of education, training and experience. Experience in the airport parking industry preferred. Previous supervisory or lead experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of City of Orlando regulations governing parking operations, and OIA rules and policies
- Knowledge of the Airport Emergency Plan (AEP), CFR 1540 & 1542 (airport security), and other Orlando International Airport rules, regulations, policies and procedures
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired
- Demonstrated computer skills to include proficiency and knowledge of Microsoft Office programs required.
- Demonstrated attention to detail and strong organizational, and administrative skills
- Leading confidently by taking responsibility for routine decisions and emergency actions

- Ability to make timely and critical decisions with limited information and resolve operational conflicts within the parameters of established guidelines and procedures.
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times while interacting with the public and in potentially stressful, difficult and confrontational situations
- Supervisory/leadership skills, to include motivating staff and teambuilding
- Ability to handle multiple tasks, manage time effectively, and pay close attention to detail
- Must be capable of responding to any emergency that arises and provide support to all GOAA Departments
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Parking Enforcement Specialist Training (PEST) within 90 days of hire

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately six (6) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion.
- Make routine decisions within established guidelines
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor / Manager	Date	Department Assistant Vice President	Date
Department Vice President	Date	Chief of Operations	Date
Vice President, Human Resources	Date		

FLSA: Non – Exempt
EEO Category: Service Maintenance
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Parking Operations

Department: Parking Operations Date: March 8, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes			X			3
Chemicals					X	2
Insects			X			3
Heights, Confined Areas			X			3
Excessive Noise			X			3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
2 way Radio		X				3
PEST Equipment					X	3

SUPERVISOR COMMENTS:

Immediate Supervisor/Manager Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Security Operations

Department: Security

Date: June 30, 2021

Title of Immediate Supervisor: Manager, Security Operations

Pay Level: L22

POSITION SUMMARY: Supervise security activities on assigned shift. Supervise the Security Operations Center (SOC) and staff; provide immediate response to all security-related incidents or other emergency situations on airport property. Coordinate Security Incident Management and the routine enforcement and operational needs of the Airport Security Program (ASP). Confirm that security issues are addressed appropriately and in a timely manner. Serve as Security Incident Liaison with federal agencies, other GOAA departments, law enforcement, and other outside agencies. Make immediate decisions necessary to maintain security of the airport.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide immediate response to any security related incidents or other emergency situations on airport property.
- Supervise the SOC and staff; train staff and oversee responses to activated security system alerts in compliance with required time frame; facilitate coordination with the Communications Center and other airport personnel as needed.
- Point of contact for Transportation Security Administration (TSA) and other federal agencies during initial response.
- Maintain compliance with and enforce the ASP in accordance with 49 CFR Part 1542; perform periodic inspection of security requirements and initiate corrective action.
- Oversee, coordinate, and maintain Authority-owned security screening equipment at multiple locations throughout the airport.
- Represent security management after normal business hours.
- Investigate security-related problems and develop solutions to confirm security of the airport.
- Issue Security Violations, resolve conflicts, and coordinate Trespass Warnings; review daily violations log to verify compliance with ASP.
- Coordinate daily and incident priorities with other departments.
- Prepare reports and other documentation; keep department management apprised of security issues.
- Assist in the development of policies and procedures for the Secure Area access operations.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure, and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate Degree in Security, Airport Management, Public Administration or related field and five (5) years security-related experience, or an equivalent combination of education, training and experience. Supervisory experience preferred. Experience in an airport environment and familiarity with airport security regulations desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of Transportation Security Administration security requirements
- Ability to work under stressful conditions, analyze and manage situations and make decisions rapidly

- General experience/knowledge of airport operations
- Demonstrated leadership skills
- Good oral and written communication skills
- Ability to interact with various departments
- Computer proficiency with Microsoft Office products
- Ability to operate a two-way radio
- Proficiency in speaking and writing in English, multilingual skills desired
- Must be willing and able to work rotating shifts to include nights, weekends, and holidays.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) to two (2) employees per shift on a rotating basis

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Interpret and apply contracts, policies, laws
- May be responsible for: supervision, routine decisions/analysis, recommendations, forecasts, strategies, planning, research, and/or evaluations
- Establish priorities to maximize productivity and efficiency
- Limited problem resolution

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Chief of Operations	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Paraprofessionals
Shift Premium: N/A
Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Security Operations

Department: Security

Date: June 30, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X	X	2
20 – 50 lbs					X	2
51+ lbs						1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	2
Chemicals					X	2
Insects				X		2
Heights, Confined Areas					X	2
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Pull Trailer					X	3
Communication Equipment (radio, cell phone)	X					3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Financial Applications

Department: Finance

Date: March 16, 2018

Title of Immediate: Director, Finance

Pay Level: L27

POSITION SUMMARY: Supervise and support the business use of various financial applications with a primary focus on lease management system, planning and budgeting software, Oracle E-Business Suites, payroll system and timekeeping system. Perform the security administration role on these applications in addition to ADP/Payroll, banking services and others as necessary. Recommend and lead the evaluation of new financial applications, upgrades, and enhancements. Participate in the implementation and upgrade of new or existing financial applications as a subject matter expert. Supervise the Financial Application process of the Finance department, including troubleshooting, reviewing, analyzing, evaluating, maintaining, and providing day-to-day support of the Authority's financial applications. Primarily supports the business users within the Finance Department.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supervise the Financial Application process of the Finance Department, providing oversight, advice and assistance so that application problems are assessed, prioritized and resolved in a timely manner.
- Administer user access and security for lease management, planning and budgeting, Oracle E-Business Suites, payroll, timekeeping, banking services and other financial applications.
- Recommend and supervise the evaluation and testing of major and minor application upgrades and enhancements, including leading and assisting the end users with required functionality design and testing.
- Lead the evaluation of new financial applications or new modules, and participates in implementation and upgrades of new or existing financial applications as a subject matter expert in conjunction with the Business Applications department including design, testing, setup, reporting and development and documentation of procedures.
- Coordinate with other department systems upgrades, testing and implementation as it relates to the financial aspects to the systems.
- Identify requirements, designs custom reports with the assistance of Information Technology, develops ad hoc reports and tests changes and enhancements for all financial applications.
- Develop and maintains documentation and operating instructions to support processes and workflow. Assists in the development and improvement of business process flows.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Serve as department Project Manager for Authority's content management system.
- Serve as Finance representative for Business Continuity Plan and responsible for Finance disaster recovery plan (COOP) plan.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting, Business, Information Systems or a closely related field and five (5) years of progressively responsible functional support and/or technical experience with accounting/financial applications ERP systems, or an equivalent combination of education, training and experience. Supervisory experience preferred. End user support and experience with Oracle Financials, lease management, planning and budgeting, payroll, timekeeping, banking services and other financial applications preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of word processing, database and spreadsheet software
- Strong troubleshooting skills
- Excellent verbal and written communication skills, including good interpersonal and presentation skills
- Knowledge and experience with SQL query language and relational database concepts is preferred
- Knowledge and experience with report writing programs is preferred, Oracle Discoverer business area administration is desired
- Must have a general knowledge and understanding of accounting, procurement and other business practices and procedures

LICENSES/CERTIFICATIONS REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Perform duties and responsibilities with little supervision or direction.
- Substantial judgment, discretion and initiative required.
- Interact with persons of various levels throughout the Authority as well as with outside consultants.
- Create commitment to common goals, identifies competing interests and assists in finding ways to balance them.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/ Department Director Date

Chief Financial Officer Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Financial Applications

Department: Finance

Date: March 16, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking					X	1
Sitting	X					3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor/Department Director Date

Chief Financial Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Security Operation Center

Department: Security | Date: October 3, 2023

Title of Immediate Supervisor: Asst. Mgr., Emergency Communications (Training/SOC) | Pay Level: L21

POSITION SUMMARY: Responsible for the effective and efficient operation of the Security Operations Center during assigned shift. Supervisors must perform all duties and responsibilities required of a Security Operations Dispatcher.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assist in managing the day to day operations of the Security Operations Center. Maintain compliance with operational procedure guidelines.
- Perform all duties of the Security Communications Dispatcher:
    - Monitor door alarms and other related security systems via the CCTV system from the SOC; continuously monitor and assess security situations.
    - Investigate and dispatch security responses for activated security system alerts within the required timeframe, coordinating with Communication Center and other Airport Security personnel as needed. Escalate notifications to the TSA within the required timeframe.
    - Manage access, open and monitor doors, gates and elevators to allow authorized access of employees, deliveries, vendors and visitors. Monitor and capture video surveillance.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; enforce and confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Conduct monthly compliance evaluations as needed.
- Conduct basic and refresher training for Security Operations Dispatcher as needed.
- Liason with Security Supervisors in the deployment of security personnel and security personnel activities. Monitor and provide support to security personnel in the field with routine door testing and alarm audits.
- Maintain compliance with the enforcement of the Airport Security Program (ASP) in accordance with 49 CFR Part 1542.
- Prepare reports, logs, and other documentation in support of the ASP and section policies.
- Compile, review, and log incident reports and daily reports.
- Monitor the CCTV system operations at the Security Operations Center, maintain data of cameras needing maintenance, submitting work order requests as needed and following up on resolution.
- Verify maintenance requests and been issued, assist with troubleshooting for all security related systems including CCTV, access control, alarms etc.
- Coordinate Ambulance escorts with the Emergency Communication Center for medical emergencies within the AOA or Sterile areas.
- Backup and restore several different computer systems.
- Responsible for remaining current on all GOAA emergency response procedures and executing proper response as required.
- Serve as a payroll backup for the Security Operations Center
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in a Security related discipline and two (2) years security related experience, preferably in an airport environment, or an equivalent combination of education, training and experience. Experience monitoring alarms and/or security systems in an operations center preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Leadership and supervisory skills preferred
- Computer proficiency to include a working knowledge of Microsoft Word and Excel
- Knowledge of Transportation Security Administration security requirements
- Experience/knowledge of general airport operations
- Good oral and written communication skills
- Ability to effectively and professionally interact with various Authority staff and Airport security personnel
- Ability to operate a two-way radio
- Ability to work independently without constant supervision
- Must have the ability to prioritize multiple tasks and handle more than one task at a time
- Must be able to act effectively in highly stressful situations
- Must be able to type a minimum of 25 cwpm
- Proficiency in speaking and understanding English required, multilingual skills desired
- Must be able to work rotating shifts, early mornings, late evenings, weekends and holidays

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 3-5 employees per shift

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works independently and under general supervision
- Must be able to make immediate decisions following established guidelines/procedures

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

Department Manager Date

Department Assistant Vice President Date

Department Vice President Date

Chief of Operations Date

Chief Operating Officer Date

Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Service Maintenance

Shift Premium: N/A

Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Security Operations Center

Department: Security

Date: October 3, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting			X			3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes					X	2
Chemicals					X	2
Insects				X		2
Heights, Confined Areas					X	2
Excessive Noise				X	X	
Must be able to work nights, weekends and holidays						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Pull Trailer					X	3
Security systems (CCTV, alarms, etc.)	X					3
Communications Equipment (radio, cell phone)	X					3
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Maintenance Shifts

Department: Maintenance | Date: April 25, 2023

Title of Immediate Supervisor: Assistant Vice President, Maintenance Operations | Pay Level: L25

POSITION SUMMARY: Provide oversight and direction for all Maintenance Department activities and personnel during non-regular hours, weekends and holidays. Serve as the primary Maintenance Department contact and responder to all emergency situations.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform periodic inspections of airport facilities to identify maintenance requirements in support of a safe, efficient, and secure environment for the travelling public.
- Provide continuity of professional leadership and judgment to shift personnel.
- Oversee and coordinate Maintenance staff performing preventive maintenance and repair work. Supervise and monitor Maintenance department contractors while on shift.
- Responsible for the response and coordination of department activities with other departments, tenants, and outside contract personnel for discrepancy resolution. Oversee proper department response to emergency situations as required.
- Coordinate priorities with managers and supervisors to confirm that work requirements are met.
- Advise department management of situations that arise during shift.
- Evaluate procedures and practices, making recommendations for achieving high quality and quantity of work.
- Investigate problems and develops solutions in area of responsibility.
- Monitor compliance with GOAA policies and procedures, and applicable Federal, State, and local codes, to maintain standards consistent with OSHA and NFPA regulations. In support of the Operations and Security departments, monitors compliance with FAR and security regulations.
- Maintain records and reports appropriate to area of responsibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree and six (6) years experience in a large scale Maintenance organization including oversight of maintenance contractors and staff, or an equivalent combination of education, training, and experience. Supervisory and airport experience desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge and understanding of building trades
- Extensive knowledge of applicable OSHA and building code requirements and any applicable regulatory agency requirements
- Knowledge of airport operating procedures and FAA regulations.
- Basic understanding of maintenance work procedures and terminology.
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Excellent oral and written communication and interpersonal skills
- Intermediate computer skills and proficient in Microsoft Office programs

- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects
- Supervisory/Leadership and problem solving skills
- Must be able and willing to work rotating shifts including early mornings, late evenings, holidays, and weekends

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- On assigned shift, may directly supervise up to approximately 25 personnel.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works independently under limited supervision and general direction
- High level of independent judgment and discretion
- Makes emergency decisions when needed

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Vice President	Date
Chief of Operations	Date	Vice President, Human Resources	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: N/A
Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Maintenance Shifts

Department: Maintenance

Date: April 25, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Lost & Found

Department: Airport Operations – Landside Division | Date: January 10, 2023

Title of Immediate Supervisor: Assistant Manager, Airport Operations (Lost & Found) | Pay Level: L20

POSITION SUMMARY: Coordinate Supervise the daily operation of the Greater Orlando Aviation Authority's (GOAA) Lost and Found operations. Responsible for the safe and efficient operation of the Lost & Found areas and maximize the number of items returned to customers.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide operational supervision, direction, and guidance to the Lost and Found staff members. Plan and review daily tasks performed by staff.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise senior management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Maintain proper program procedures and coordinate training programs.
- Maintain proper documentation of the research of lost property in an effort to locate the rightful owner. Collect information and prepare written reports, logs, and correspondence as required.
- Coordinate the storage and disposal of property in accordance with State of Florida and Transportation Security Administration (TSA) requirements and mandates. Coordinate the transfer of unclaimed inventory to the GOAA Material Control Department.
- Assist in the control received currency from time of receipt through transfer to the GOAA Finance Department.
- Produce and maintain office documentation, reports, and statistics related to the areas of responsibilities.
- Develop the duty schedule and maintain proper coverage for the Lost and Found Offices.
- Oversee the daily issuance of distributor badges and provide optimal customer service for all Airport patrons.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree and four (4) years experience in an area related to airport operations or an equivalent combination of education, training, and experience. Previous supervisory or lead experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of related laws, regulations, policies and procedures
- Demonstrated ability to maintain a high level of professionalism and diplomacy at all times while interacting with the public and in potentially stressful, difficult, and confrontational situations
- Demonstrated supervisory and leadership skills
- Excellent customer service skills
- Excellent oral and written communications skills, Multi-lingual skills preferred
- Proficient computer skills and knowledge of Microsoft Office programs.
- Must be able and willing to work both standard and non-standard work schedules, including weekends, evening and/or holiday shift to accommodate airport operations

- Demonstrated ability to make sound decisions under pressure
- Demonstrated ability to maintain the confidentiality of sensitive information
- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects. Strong attention to detail
- Demonstrated ability to solve problems independently
- Demonstrated ability to maintain a high level of professionalism and diplomacy at all times while interacting with the public and in potentially stressful, difficult, and confrontational situations
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Ability to type 25 CWPM

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately seventeen (17) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under general supervision, makes decisions based on policy.
- Initiate day to day operational decisions based on interpretation of Orlando International Airport, State of Florida, and Transportation Security Administration (TSA) rules and policies. Refers unique issues to the Assistant Manager, Airport Operations.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Assistant Vice President	Date	Department Vice President	Date
Chief of Operations	Date	Vice President, Human Resources	Date

FLSA: Non-Exempt
EEO Category: Administrative Support
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Lost & Found

Department: Landside Division

Date: January 10, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		3
51+ lbs					X	2
Bending/Stooping				X		3
Pushing, Pulling and/or Digging				X		3
Reaching over head				X		3
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Communication Equipment (radio)				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Airfield Projects & Construction

Department: Airport Operations – Airfield | Date: October 16, 2019

Title of Immediate Supervisor: Assistant Director, Airport Operations – Airfield | Pay Level: L24

POSITION SUMMARY: Responsible for day-to-day planning, coordination and operational safety of construction, projects, maintenance and other airfield activities associated with the airfield at Orlando International Airport (OIA). Provide project management oversight, from design through completion. Monitor contracted personnel and verify completion of schedules and contract compliance throughout all airfield construction activities, and projects. Rely on extensive experience and judgement to accomplish the objectives of the Airfield Operations Division.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for day-to-day planning, coordination and operational safety of construction, projects, maintenance and other activities associated with the airfield at OIA.
- Chair Weekly Airfield Coordination meeting with other Authority department staff, Federal Aviation Administration (FAA) and other external stakeholders to coordinate construction, projects, maintenance and other airfield activities. Coordinate associated airfield closures, and issue NOTAMs as required.
- Manage the runway and taxiway painting services contract to include: assist in the developing of contract specifications, setting priorities, cost estimating, scheduling, quality control, invoice auditing and approval, and general management oversight to ensure contract compliance.
- Assist in the development of conceptual designs, scope, planning, technical review and scheduling of all phases of airfield project development and execution through to substantial completion. Review, analyze and provide comments on plan set drawings, project specifications manuals, construction safety and phasing plans, safety plan compliance documents and other technical data.
- Attend design review meetings, pre-bid site visits, pre-bid meetings, bid openings, pre-construction meetings, job coordination meetings and substantial completion walkthrough inspections for all construction activities affecting operations on the airfield.
- Provide oversight and review of airspace matters, height limitations and conflicts, aeronautical obstructions, and tall structures (such as crane activity) on-airport and in the vicinity of the airport, and maintain compliance with FAA aeronautical studies.
- Conduct contractor safety briefings to provide guidance on operational safety during construction, and to confirm attendees are aware of all Airfield requirements and regulations. Provide guidance on operational safety of airport during construction and maintenance.
- Serve as Department Liaison with internal and external agencies including Authority's Owner Authorized Representatives (OARs), architects, contractors, Federal Aviation Administration, etc. to confirm that current and future construction projects are in compliance with Federal Aviation Regulations. Identify and report to management all changing condition that affect airfield operations.
- Develop and deliver the construction training module for all new Airfield Operations personnel.
- Maintain the Airport Certification Manual (ACM), and the Runway and Taxiway Signage / Airfield Marking Plan in compliance with FAA regulations.
- Respond to and assist with airfield operations and emergency incidents as needed.
- May serve as an Authority's Authorized Representative (AAR) for the performance of specified contracts.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation, Business Management, or related field and four (4) years experience in airfield operations and/or airport construction at a medium to large hub airport or an equivalent combination of closely related training, education and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough knowledge of Advisory Circular Series 150, Federal Aviation Regulations Parts 139 & 77
- Thorough knowledge of aircraft flight & ground operations
- Knowledge of construction terminology and practices
- Working knowledge of CFR Parts 1540 and 1542
- Ability to interpret construction documents, plans and schematic diagrams
- Proficiency in computer applications to include Microsoft Suite and Adobe Acrobat
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Strong written and oral communications skills
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- American Association of Airport Executive - Airport Certified Employee (ACE) - Operations certification at time of hire or within one year of obtaining position
- American Association of Airport Executive - Accredited Airport Executive certification (A.A.E.) or Certified Manager (CM) desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May provide guidance and direction to staff as it relates to airfield activities at OIA

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Evaluate safety aspects of airfield and outlying facilities and initiate immediate corrective action as required
- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion
- Able to exercise sound judgement in complex and technical issues; exhibit a high level of initiative to analyze project information

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Technicians
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Airfield Project & Construction

Department: Airfield Operations

Date: October 16, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			2
Noxious Fumes				X		2
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise		X				3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Field Communication Devices			X			3
Construction Safety Equipment (barricades, lights, etc.)				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Construction Accounting

Department: Finance | Date: December 20, 2018

Title of Immediate Supervisor: Manager, Finance (Construction & Grants Accounting) | Pay Level: L26

POSITION SUMMARY: Supervise the construction accounting section of the Finance department. Provide ongoing review and coordination of the construction accounting accounts payable processes, review and verification of project budgets and purchase orders, review and verification of the grants administration processes, and review of the management of cash balances.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supervise construction accounting processes to maintain adherence to the Authority's policies and procedures and that internal controls are designed and operate effectively to prevent or detect and correct misstatements on a timely basis and safeguard the assets of the Authority.
- Monitor the month end deadlines to ensure timely financial reporting.
- Review requisitions and purchase order for funding accuracy based on approvals by Construction Committee.
- Review and verify project invoices prepared for payment and oversee the weekly check run.
- Verify expenditures are made from distributions in the proper fiscal year.
- Complete Oracle Module month end close and Mass Allocation entries. Complete initial review of various monthly reports such as the Grant Receivable Schedules and various year-end audit schedules to ensure they are completed accurately and timely.
- Perform account reconciliation for the monthly accrual(s).
- Supervise staff. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area
- Back up for the following: review data entry for accuracy in the Budget Status Worksheet Updates; Requisition Funding and Purchase Order creation; verify Construction Committee (CC) and Construction Finance Oversight Committee (CFOC) actions are recorded accurately and within their due dates; and supervise the administration of Federal and State grants, verifying proper recording and reporting. Review of grant draws, closeouts and supporting documentation. Apply understanding of grant accounting entries to review month end close.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or Business Administration with emphasis on public finance and accounting, and five (5) years accounts payable related experience, or an equivalent combination of education, training and experience. MBA or advanced degree desirable. Construction accounting, public accounting, and/or grants administration experience preferred. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of Microsoft Applications including Word, Excel or similar spreadsheet software required.
- Oracle Financials experience preferred.

- Current knowledge of Passenger Facilities Charges (PFCs), OMB Circular A-133 grant compliance documents, and grant and construction accounting preferred.
- Strong technical accounting skills.
- Skilled in interpreting complex contracts.
- Knowledge and experience of various financial areas and handling multiple responsibilities preferred.
- Excellent written and oral communications skills.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant (CPA) preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five 5

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under limited supervision and general direction
- Interpret policy.
- Discretion is exercised and initiative is required.
- Review financial reports, correspondence, etc. and initiate appropriate action.
- Interface with professionals outside the Authority.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Chief Financial Officer	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Construction Finance

Department: Finance

Date: December 20, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, Airport Scheduling & Billing

Date: October 30, 2017

Department: Terminal Operations, Airline Division

Grade/Level: Non-Exempt; L24
Rotating Shift: No
Shift Premium: No

Title of Immediate Supervisor: Assistant Manager, Terminal Operations – Airline Division

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POSITION SUMMARY: Responsible for the long-term scheduling for the common use facilities for maximum and effective utilization of the facilities. Primary point of contact for domestic and international airlines providing or proposing service to Orlando International Airport. Department administrator for the Resource Management System (RMS). Collaborate with other Aviation Authority departments regarding facility usage.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Confirm scheduling compliance with a variety of regulatory agencies and the International Air Transport Association (IATA) rules. Recommend and change scheduling operating standards, guidelines and regulations as required.
- Prepare monthly statement of airlines usage of common use facilities and apply associated fees per agreement, include backup documentation to support applied fees. Analyze to provide explanation for increase/decrease in facility usage and/or fees.
- Serve as a project manager, department liaison, and technical expert for the RMS system; recommend and lead the evaluation and testing of major and minor application upgrades and enhancements, including leading and assisting the end users with required functionality designs and testing for the Resource Management System (RMS). Add, change, and update rules in RMS as needed, based on new or amended agreements.
- Use functional, business and technical knowledge to advise and assist end users in using the RMS system; assist in troubleshooting, resolving application problems in a timely manner.
- Create and edit "what if" scenarios and data forecast reports to assist with the planning and usage of facilities, to evaluate the feasibility of accommodating potential airline schedules, the impact of relocating airlines and other short- and long-term planning scenarios as requested.
- Coordinate the maintenance schedule for the common use gate equipment to minimize impact on airline scheduling. Coordinate long-term scheduling of seasonal programs.
- Establish and maintain an effective working relationship with the domestic and international airline carriers and others within the Airport Community.
- Collaborate with other departments regarding facility usage (BHS, Airfield Operations, etc.).
- Maintain up-to-date policies and procedures relating to the common use facilities and the RMS system.
- Evaluate impact of rate changes, make recommendations and implement approved changes to rates/charges, policies and procedures.
- Coordinate with City, State and Federal Agencies, Airline Representative, Essential Service Operators, Tour Operators and Skycaps, etc. as needed for charters, landing rights, Customs and Border Patrol issues, etc.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance reviews; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Operate and maintain the MUFID & ARINC systems.
- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

- Bachelor degree in Management/related field, and three (3) years experience in airport/airline operations related responsibilities, or an equivalent combination of education, training and experience. Gate scheduling and airline/airport billing experience preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Demonstrated leadership and/or supervisory skills
- Planning and organizational skills
- Effective oral and written communications skills
- Customer service skills
- Ability to speak and understand English required, multi-lingual skills desired
- Advanced Excel skills; Word and PowerPoint knowledge desired
- Analytical skills required to compile and interpret airline and airport specific information
- Must have excellent hearing, sight and ability to speak clearly, distinctly and effectively
- Ability to establish and maintain positive working relationships with internal and external customers, airport/airline personnel, fellow employees, and members of diverse cultural and linguistic backgrounds
- Ability to oversee and administer RMS related technology
- Knowledge of IATA rules
- Understanding of rates and charges methodology

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*
Approximately two (2) employees

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works independently under limited supervision and general direction, exercising a high level of independent judgment and discretion
- Exercise independent judgment in technical issues, complete analysis weigh, conflicting data/priorities and recommend actions
- Uses judgement to handle a variety of issues pertaining to the operation and use of the common facilities

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Manager	Date
Assistant Director	Date
Senior Director	Date
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title: Supervisor, Airport Scheduling & Billing

Date: October 30, 2017

Department: Terminal Operations – Airline Division

Section: 413

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting A. 0-20 lbs.				X		2
B. 21-50 lbs.					X	1
C. 51+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes				X		1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Company Vehicle				X		2
Baggage Conveyor Systems					X	2
Communication Radio				X		2
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

Immediate Supervisor Date

Senior Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Internal Audit

Department: Internal Audit | Date: November 7, 2023

Title of Immediate Supervisor: Assistant Vice President, Internal Audit | Pay Level: L29

POSITION SUMMARY: Responsible for overseeing, assisting and conducting audits of organizations which have contractual agreements with the Authority to determine compliance with those agreements including, but not limited to revenue contracts such as concessionaires and tenants, management agreements, and service contracts. Assists and conducts audits of organizational units within the Authority to determine if units are performing their planning, accounting, custodial, or control activities in compliance with management instructions, applicable statements of policy and procedures, and in a manner consistent with both the Authority's objectives and high standards of administrative practice.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform, oversee, and/or assist in performing various types of audits of high complexity in accordance with GOAA policies and procedures, Internal Audit guidelines and professional standards established by the GAO, AICPA, and/or The IIA.
- Oversee planning or plan audits or sections of audits of high complexity, including substantial completion of the objectives, scope and methodology, process identification, control analysis and risk assessment.
- Oversee the Quality Assurance Improvement Program in accordance with The Institute of Internal Auditors' Professional Practices Framework.
- Prepare comprehensive audit programs and make recommendations when an audit plan should be modified based on new facts and circumstances.
- Oversee and direct planning, fieldwork, and audit engagement wrap-up or special projects and evaluate job-specific performance of Auditor I or Auditor II on assigned audits or projects.
- Examine transactions, documents, records, reports, and methods for accuracy and effectiveness and/or compliance with contract terms.
- Survey functions and activities in assigned areas to determine the nature of operations and the adequacy of the system of control to achieve established objectives; identify the key control points of the system.
- Prepare neat, well organized, and complete workpapers which clearly record procedures performed and results, document well supported conclusions and appropriately defend dispositions in the workpapers. Utilize proper workpaper technique with minimal review points on first submission; meet project time schedules.
- Obtain, analyze, and appraise supporting data as a basis for an informed, objective opinion on the adequacy and effectiveness of control systems and on the performance capability of the activity being reviewed. Able to integrate quantitative and qualitative considerations in arriving at conclusions and recommendations.
- Perform first level review of audits of increasing complexity, with minimal review points from second level review; able to judge sufficiency of procedures performed.
- Provide timely, relevant, and honest feedback to staff pertaining to job performance and input to the AVP, Internal Audit; identify areas for training and improvement and opportunities for growth and development.
- Communicate with the audit team throughout the audit process for decision-making and problem solving; cognizant of when audit procedures should be modified and referred to the Manager for further direction or concurrence.
- Prepare findings fully supported by documentary evidence and develop appropriate recommendations demonstrating good use of judgment and interpretation and application of professional accounting and auditing standards. Appraise the adequacy of the corrective action taken to improve deficient conditions.
- Review findings and recommendations with higher level management, supervisors, divisions, departments, tenants, and contractors to clarify information during and at the conclusion of the examination to document deficiencies,

recommend corrective action, and suggest improvements in operations, revenue enhancement and recovery, and reductions in cost.
- Prepare formal written reports expressing opinions on the adequacy and effectiveness of the system and the efficiency with which activities are carried out.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or a related field and five (5) years auditing experience, or an equivalent combination of directly related education, training, and experience. Proficiency with the Authority's current automated workpaper software (Auto Audit) preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Advanced knowledge of accounting, auditing, and internal control literature and concepts.
- Requires application and use of Microsoft Word, Access, and Excel. Skilled in the use of data management or query software such as ACL desirable.
- Advanced knowledge and application of Generally Accepted Accounting Principles (GAAP) and Generally Accepted Governmental Accounting Principles.
- Advanced knowledge and application of Generally Accepted Auditing Standards (GAAS), Attestation Standards, and Government Auditing Standards (GAS).
- Advanced knowledge and application of the Institute of Internal Auditors' International Professional Practices Framework (IPPF) and the ability to review internal audit activity to ensure adherence to the IPPF.
- Knowledge and application of statistical sampling methodologies.
- Knowledge and application of qualitative and quantitative analysis.
- Knowledge of financial, cost and management accounting theory and practice.
- Knowledge of management and organization theory.
- Understanding of contracting principles and administration.
- Strong and effective oral and written communications skills reflecting proper grammar, clarity, and conciseness; strong presentation skills.
- Analytical and problem solving skills.
- Experience in analyzing a general ledger and journal entries.
- Able to work effectively under stressful conditions, deadlines.
- Able to and available for travel.
- Interpersonal skills demonstrating tact and professional etiquette.
- Experience in creating flowcharts.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Certified Public Accountant (CPA) or Current Certified Internal Auditor (CIA) is required when hired into position. A second certification must be achieved within 18 months of employment in this position. For the second certification a CPA, CIA or CISA is preferred, but other certifications may be considered.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Provide oversight of and direction for planning, fieldwork, and engagement wrap-up of audits of high complexity and special projects performed by Auditor and Senior Auditor.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Able to work independently with little supervision on increasingly complex audits and also participate as part of a team
- Work requires independence, objectivity, initiative, judgment, discretion, and motivation for planning and execution of all phases of audit engagements.
- Able to set work priorities for self and others within the assigned audit program, continually manage multiple tasks and projects, shifting priorities, and deadlines, and adjust work schedule as needed.
- Decisions requiring important administrative, auditing or accounting procedures, analytical questions beyond the Auditor's background, problems with managers, supervisors, etc., and the initial and final acceptance of workpapers and audit reports are referred to the Audit Manager, and/or Director of Internal Audit, respectively.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Department Senior Vice President Date

Chief Executive Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Internal Audit

Department: Internal Audit

Date: November 7, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	1
Walking					X	2
Sitting	X					3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		1
Pushing, Pulling and/or Digging				X		1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Department Senior Vice President Date

Chief Executive Officer Date

Human Resources - Compensation Date

Supervisor, Airfield and Grounds (Night)

Department: Facilities | Date : September 30, 2025

Immediate Supervisor: Manager, Airfield & Grounds | Pay Level: L23

POSITION SUMMARY : Primary Duties are to Supervise the Airfield and Grounds Shop on Third Shift at the Orlando International Airport (OIA). Schedule Night work orders, monitor and supervise work sites, and establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- *Plan, schedule, organize, and supervise the Night operations of the OIA Airfield and Grounds Shop.*
- *Supervise employees in assigned areas. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.*
- *Confirm all work by shop personnel and contractors meets established safety standards and complies with all federal, state, and local codes.*
- *Confirm adherence to established quality control standards and preventive maintenance programs by shop personnel and contractors.*
- *Maintain staff compliance with FAA and Security regulations while operating in the Air Operations Area (AOA).*
- *Maintain an inventory of shop stock, repair parts, and spare equipment and tracks expenditures.*
- *Read diagrams, schematics, and specifications.*
- *Assist with generating scopes of work and specifications for equipment, systems, and services.*
- *Remain current on all GOAA emergency response procedures and coordinate proper response as required.*
- *Establish & maintain records and reports appropriate to area of responsibility.*
- *Investigate problems and recommend solutions in the area of responsibility.*
- *May attend meetings on behalf of the Manager.*
- *Develop and monitor annual budgetary requirements as assigned.*
- *Perform other duties as assigned.*

MINIMUM QUALIFICATIONS:

- High school graduates and five (5) years' experience operating various equipment up to and including specialized heavy construction and lift equipment, or an equivalent combination of education, experience and training. Supervisory experience and/or experience in airfield and grounds preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have the ability to troubleshoot various types of stormwater conveyance systems.
- Knowledge of maintenance practices as they relate to the responsibilities listed in this job description.
- Demonstrated strong leadership skills.
- A thorough working knowledge of FAR 139 parameters regarding airfields and the maintenance thereof.
- Basic knowledge of Word, Excel, and Outlook

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida Class A or B Commercial Driver's License
- Tanker endorsement and Air Brakes designation
- Restricted chemical license required within one year of employment in this position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervises up to approximately fifteen (15) employees who are assigned to perform Skilled Labor Task.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Works independently under moderate supervision, exercising considerable judgment and discretion

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Assistant Vice President, Maintenance Operations	Date
Interim Chief Operating Officer	Date	Chief Administrative Officer	Date

FLSA: Non-Exempt

Shift Premium: Yes

EEO Category: Skilled Craft Workers

Rotating Shift: N/A

Manager Hours: N/A

Supervisor, Airfield and Grounds (Night)

Department: Facilities Date: September 30, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs		X				3
20 – 50 lbs			X			2
51+ lbs				X		2
Bending/Stooping		X				3
Pushing, Pulling and/or Digging		X				3
Reaching over head				X		1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather			X			3
Noxious Fumes					X	1
Chemicals				X		2
Insects			X			2
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle	X					3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Ground Transportation (Enforcement)

Department: GT Services

Date: March 8, 2023

Title of Immediate: Assistant Manager, Ground Transportation

Pay Level: L21

POSITION SUMMARY: Responsible for daily operation of the Ground Transportation (GT) Enforcement program. Provide direction and training to maintain consistent and proper application of all rules, regulations, and procedures. Verify contractor compliance of operational obligations as contractually required. Interact with Assistant Manager, Ground Transportation Services on a regular basis to maintain the consistent application of GT Services procedures. Act as the after-hours designee for Ground Transportation (GT) Services (Enforcement) functions.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every junction which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed* ***if*** *such duties are a logical assignment to the position.*

- Coordinate the operational daily activities of the Ground Transportation Enforcement specialists' team.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Provide Ground Transportation operational support at the Terminal as assigned, including the development and implementation of procedures to meet department needs.
- Assure traffic safety, traffic enforcement, and parking enforcement procedures in assigned areas are followed.
- Daily interaction with Ground Transportation's permit holders and operators, employees, tenants, etc. Handle all operational disputes the assigned staff is unable to resolve.
- Monitor compliance with the Authority's Mobile Food Unit Policy including , enforcement and compliance with state, county and city health, insurance and motor vehicle laws and regulations
- Respond to various situations that occur at any of the GT Operational areas to include but not limited to Commercial Lanes, Holding Area, GT Concourses, TNC Staging Areas.
- Provide direction and training to maintain consistent and proper application of all rules, regulations, and procedures.
- Assist with crowd control, traffic control, and coordination of Ground Transportation facilities during emergencies and irregular operations.
- Draft policies and procedures as it relates to Ground Transportation and assist the Assistant Operations Manager as requested.
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Associate degree in Business or a related field and three (3) years experience in a heavy customer contact environment monitoring compliance with rules, regulations and policies, or an equivalent combination of education, training and experience. Supervisory experience preferred. Customer service experience in similar environment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of City of Orlando regulations governing ground transportation operations, and OIA rules and policies
- Knowledge of the Airport Emergency Plan (AEP), CFR 1540 & 1542 (airport security), and other Orlando International Airport rules, regulations , policies and procedures highly desired
- Must have good oral and written communication skills. Bi-lingual skills desirable
- Demonstrated computer skills and knowledge of Microsoft programs required
- Demonstrated attention to detail and strong organizational, and administrative skills
- Ability to make timely and critical decisions with limited information and resolve operational conflicts within the parameters of established guidelines and procedures
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times while interacting with the public and in potentially stressful, difficult and confrontational situations
- Supervisory/leadership skills to include motivating staff & teambuilding
- Leading confidently by taking responsibility for routine decisions and emergency actions
- Ability to handle multiple tasks, manage time effectively, and pay close attention to detail
- Must be capable of responding to any emergency that arises and provide support to all GOAA Departments
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Parking Enforcement Specialist Training (PEST) within 90 days of hire

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately eleven (11) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion.
- Make routine decisions within established guidelines
- Establish priorities to maximize productivity and efficiency

APPROVAL SIGNATURES:

Immediate Supervisor / Assistant Manager Date

Department Manager Date

Department Vice President Date

Chief of Operations Date

Vice President, Human Resources Date

FLSA: Non – Exempt

EEO Category: Service Maintenance

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Ground Transportation (Enforcement)

Department: Parking Operations Date: March 8, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			2
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes			X			3
Chemicals						3
Insects			X			3
Heights, Confined Areas			X			3
Excessive Noise		X				3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
2 way Radio		X				3
PEST Equipment					X	3

SUPERVISOR COMMENTS:

Immediate Supervisor/Asst Manager Date

Department Vice President Date

Human Resources - Compensation Date

Supervisor, Customer Service Contact Center

Department: Customer Experience
Date: September 26, 2025
Immediate Supervisor: Manager, Customer Experience Hub
Pay Level: L21

POSITION SUMMARY: Supervises the day-to-day operation of the customer service contact center, including the supervision of Customer Service Specialists. Develops effective communication methods for responding to customer feedback via social media, telephone, and email.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Plan and manage the daily activities of Customer Service Specialists; monitor in real time incoming call activity and call taker availability, as well as social media activity.
- Develop and implement policies and procedures for effective Customer Service Contact Center communications with the Greater Orlando Aviation Authority (Aviation Authority), Airport partners, and customers. Guarantees a consistent message is shared via all means of Customer Experience communication.
- Hold periodic meetings to keep staff informed and engaged.
- Conduct quality assurance activities as directed by Customer Service Contact Center operating guidelines, standards, and programs.
- Conduct daily staff briefings at the start of each shift and lead periodic team meetings to ensure alignment, communication, and performance consistency across all specialists and supervisors.
- Provide leadership and guidance to promote a positive work environment that rewards excellence in customer service, leading staff to delight and value each guest with the finest airport experience in the world and to deliver the Orlando Experience ®.
- Maintain continued communications to expedite the resolution of customer complaints and issues with Aviation Authority, airport tenants and key stakeholders (airlines, TSA, concessions, ground transportation, etc.)
- Oversee the collection and analysis of guest feedback, passenger inquiries, etc. Compile data and prepare reports on engagements handled by the customer experience hub via phone, email, and social media to be presented to executive staff, board members, etc.
- Utilize data to collaborate with Customer Experience and other GOAA department members to support the Orlando Experience ®.
- Assist with the development and management of the communication plan for the Customer Experience Department.
- Work closely with Aviation Authority's Public Affairs Department to confirm appropriate communication methods have been established to respond during emergencies and anomalies.

- Work closely with the Information Technology Department to verify the communications team has the necessary equipment and software to effectively complete tasks and communicate with the public.
- Keep abreast of industry "Best Practices" in communication and social media and incorporate into the Customer Experience program as applicable.
- Participate with various Aviation Authority sanctioned teams and initiatives. Serve as an active member of the Customer Service Advisory Council.
- Supervise Aviation Authority employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policies, procedures and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Serve as a functional lead by performing all Customer Service Specialist duties during absences or as needed to support operational volume and service continuity.
- Assist with the oversight of the Customer Experience Department's performance goals to support the Orlando Experience ® and the CEO's goals. Verify all team members have a thorough understanding of goals and expectations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Associate Degree in Business Administration, Public Administration, Communications or related field, and three (3) years experience in airport customer services environment, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication
- Ability to effectively analyze data to identify trends, patterns, etc.
- A team player who easily builds relationships with internal and external customers
- Knowledge of airport and Aviation Authority's structure, goals and objectives
- Ability to keep abreast of customer service principles and industry Best Practices to support delivery of the Orlando Experience®
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Authority in a professional and courteous manner
- Proficient in Microsoft Office applications
- Experience working in a call center environment
- Willing and able to work a flexible schedule including early mornings, late evenings, holidays, and weekends as required to provide supervision to employees with various shifts
- A second language is desirable

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises approximately nine (9) Authority employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently with little supervision or direction – substantial latitude in initiative and judgment
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Authority
- Exercise independent judgment while making decisions re: customer service, personnel issues, communication with passengers, fiscal budget, etc.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	AVP, Customer Experience	Date
Interim Chief Customer Experience Officer	Date	Chief Administrative Officer	Date

FLSA: Non-Exempt

EEO Category: Professionals

Manager Hours: N/A

Shift Premium: N/A

Rotating Shift: Yes

Supervisor, Customer Service Contact Center

Department: Customer Experience Date: September 26, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, Maintenance Support

Date: November 20, 2012

Department: Maintenance

Grade/Level: Non-Exempt; L21
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Manager, Airfield & Grounds

POSITION SUMMARY: Plans, coordinates and supervises the activities of the maintenance support shop in providing general labor support for GOAA departments.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Plan and supervise the day-to-day operation of the Maintenance Support Shop.
- Schedule maintenance and servicing for designated vehicles, including leased vehicles.
- Schedule requests for labor assistance and ensure that work is completed in a timely manner.
- Plan and supervise daily policing of airport grounds, watching for debris, trash, etc. and handling appropriately.
- Schedule daily courier service, ensure schedules are met, arrange for special courier service as required.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Establish and maintain records and reports appropriate to area of responsibility.
- Investigate problems and develop solutions in area of responsibility.
- Maintain accurate and timely payroll reporting functions and perform administrative duties as required.
- Develop and monitor annual budgetary requirements.
- Perform other duties as assigned.

EDUCATION REQUIREMENTS:
High school graduate or equivalency diploma and five years general labor experience, and three years supervisory experience.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Demonstrated leadership/supervisory skills
- Organizational skills
- Math skills as required for payroll and budget responsibilities

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Commercial Driver's License, Class "B"

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervises the work of approximately six (6) employees

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works independently under moderate supervision
- Makes decisions regarding work to be done and schedule/priorities

APPROVAL SIGNATURES:

_____ _____

Immediate Supervisor Date

_____ _____

Manager Date

_____ _____

Assistant Director Date

_____ _____

Department Director Date

_____ _____

Director of Human Resources Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor, Maintenance Support
Department Maintenance
Date November 20, 2012
Section 655

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.					X	1
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		2
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	1
Chemicals					X	2
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Transportation via department vehicle		X				3
General office equipment (computer, copier, fax, etc.)				X		3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Airline Operations

Department: Airline Division — Date: October 15, 2019

Title of Immediate Supervisor: Assistant Manager, Airport Operations – Airline Division — Pay Level: L21

POSITION SUMMARY: Supervise and coordinate the daily operational activities of assigned areas in Airline Division.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Maintain the highest levels of quality assurance and customer service throughout the assigned areas.
- Directly responsible for verifying that all federal, Code of Federal Regulations (CFR) 1542 series, Transportation Security Administration (TSA) regulations, rules and protocols relating to assigned areas of responsibility are within compliance.
- Schedule and manage the daily use of airline related facilities, such as gates, ticket counters, baggage sortation areas, baggage claim devices and Federal Inspection Station (FIS).
- Develop and monitor staff schedules for effective and efficient operation of assigned area(s).
- Oversee the day to day operation and maintenance of the Flights Information Displays and the Common Use Terminal Equipment.
- Confirm facilities are in optimal condition for customer use through daily inspections, producing and following up on work orders, etc.
- Coordinate and track training programs for both Greater Orlando Aviation Authority (GOAA) and contracted staff.
- Coordinate with contract workforce to maintain proper operational coverage as needed.
- Maintain inventory control records on GOAA owned equipment.
- May process monthly billing reports for facility usage.
- Process and maintain employee schedules and attendance records.
- Update, maintain and implement policy and procedures relevant to area of assignment.
- Monitor performance of contracted employees. Coordinate with contractor's management team any issues or recommendations for disciplinary or other personnel actions.
- Coordinate with other GOAA departments, government agencies, airline representatives, essential service and tour operators, skycaps, etc. regarding operational and maintenance activities in the use of airline related facilities.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Management or related field, and four (4) years work experience in an airport or airline operational environment, or an equivalent combination of education, training and experience. Bachelor Degree in Management or related field preferred. Supervisor experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated leadership and/or supervisory skills
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired

- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required; knowledge of a Resource Management System preferred
- Ability to make timely and critical decisions with limited information and resolve operational conflicts within the parameters of established guidelines/procedures. Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Analytical skills required to analyze available information and implement an appropriate action plan.
- Must be able and willing to work rotating shifts, early mornings, late evenings, holidays, and weekends
- Ability to establish and maintain effective working relationships with the general public, airport/airline personnel, fellow employees and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately twelve (12) employees and indirect oversight of contracted staff

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Judgment to handle a variety of operational issues pertaining to the daily use and operation of airport facilities, the Federal Inspection Facility, and/or waste management facilities
- Work independently under moderate supervision, exercising considerable judgment and discretion
- High degree of proactive/reactive ability
- Deal with customer issues within established procedures and guidelines

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Assistant Director	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Service-Maintenance
Shift Premium: N/A
Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Airline Operations

Department: Airline Division

Date: October 15, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Must be able to work rotating shifts, early morning, late evenings, holidays and weekends						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Communication Radio		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Central Plant

Department: Maintenance

Date: March 1, 2022

Title of Immediate Supervisor: Manager, Plant Maintenance

Pay Level: L24

POSITION SUMMARY: Plan, coordinate and supervise the activities of the Central Plant operations for the Greater Orlando Aviation Authority (GOAA) in the operation and maintenance of all building automation systems. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Plan, organize, and supervise the daily operation of Central Plant activities. Responsible for the effective and efficient operation and maintenance of the central energy plant and all related HVAC systems and controls.
- Maintain training and documentation in the Maintenance Information Tool and Training Center MITT - Home (goaa.org).
- Develop and maintain the necessary records and reports to verify product and equipment reliability.
- Monitor contracts and contractors to maintain timely compliance with the contract requirements and systems standards.
- Confirm all work by personnel and contractors meets established quality control standards, safety standards and complies with all federal, state, and local regulations.
- Maintain compliance with applicable federal, state, and local codes and established maintenance practices consistent with OSHA Standards.
- Investigate problems and develops solutions in area of responsibility.
- Establish work standards and maintain compliance through regular quality assurance inspections.
- Establish and maintain records and reports appropriate to area of responsibility.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Responsible for the development and updating of the Central Plant Operator and Maintenance Dispatcher training programs.
- Assist with generating scopes of work and specifications for equipment, systems, and services.
- Investigate problems and develop solutions in area of responsibility.
- Maintain accurate and timely payroll reporting functions and perform administrative duties as required.
- Develop and monitor annual budgetary requirements.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree or accredited technical certification in Building Automation, HVAC or closely related field and four (4) years of experience operating computerized building automation systems in a large scale operations and maintenance organization or an equivalent combination of education, training, and experience. Demonstrated leadership/supervisory skills preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of building automation system network, and electrical direct digital and pneumatic controls
- Extensive knowledge of central energy plant operations
- Leadership/Supervisory skills and the ability to build an effective team
- Strong verbal and written communication skills
- Ability to set standards for consistency
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Able to multitask, prioritize, and analyze information.
- Knowledge of all applicable Federal, State, and local regulations; OSHA safety policies.
- Basic computer-use skills and Microsoft programs
- Basic knowledge of Computerized Maintenance Management Systems desirable
- Problem solving skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately thirteen (13) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: Yes
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Central Plant

Department: Maintenance

Date: March 1, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	3
Pushing, Pulling and/or Digging					X	3
Reaching over head					X	2
Kneeling, Crawling					X	3
Climbing (ladders, stairs, hills)					X	3
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	3
Chemicals					X	3
Insects					X	3
Heights, Confined Areas				X		3
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

Supervisor, ORL Operations (Security Lead)

Department: ORL Operations

Date : June 6, 2025

Immediate Supervisor: Vice President, ORL Operations

Pay Level: L22

POSITION SUMMARY:. Verify that ORL's tenants and users comply with all applicable rules, regulations and agreements. Greater Orlando Aviation Authority (GOAA) primary contact and direct liaison with tenants during non-office hours at the airport. Serve as the Airport Security Coordinator and System Administrator for the ORL Access Control System (ACS). Maintain all facets of airfield safety and security, provide necessary assistance to the public, fixed based operators (FBO), and tenants.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

Give priority to all duties required as an ORL Operations Supervisor, including:

- Serve as the primary contact & representative of GOAA after normal business hours for matters concerning ORL.
- Responsible for airfield safety including tenants, buildings & air operations areas (AOA); perform inspections to evaluate operating conditions. Remove foreign object debris (FOD) as needed. Issue NOTAMs when required.
- Conduct nightly airport lighting inspections, and report outages.
- Interpret, coordinate & enforce regulations & procedures. Liaise with FAA officials, aeronautical users, & maintenance personnel concerning airfield safety & operational conditions.
- Respond to all emergencies & operate emergency equipment as needed. Conduct investigations and prepare incident reports as required.
- Coordinate with law enforcement agencies regarding security incidents on airport property. Participate in emergency training exercises.
- Investigate complaints from ORL tenants & local public. Report leasehold violations.
- Participate in new hire training, coordinate orientation and community tours.
- Responsible for records management for Operations department.
- Maintain log of international flights that will utilize Customs services, and assist Customs officers as needed. Maintain records of total aircraft movement and individual jet aircraft operations during non-ATC service hours for noise abatement inquiries. Advise pilots of voluntary noise abatement procedures during non-ATC hours of operation.
- Monitor and log wildlife activity that occurs on airport property and conduct dispersals/removals as necessary. Maintain records of bird strikes that occur on airport property.
- Monitor CCTV, remote cameras. Issue trespass warnings as required.
- Review construction plans, monitor construction activities, provide escorts, & coordinate daily activities. Provide training on safety awareness for airfield projects and vehicle operations within the airport movement area to construction personnel. Inspect construction sites, make safety recommendations and attend meetings.
- Submit maintenance work orders as necessary and verify completion of work. Fuel airport operations vehicles and complete vehicle inspection reports.

- Assist with administrative support and render assistance to the public when administration is not on property.

As Security Lead, perform the following duties that are outside of the scope of an ORL Operations Supervisor:

- Working with the ACS contractor as needed, manage the deployment, administration and maintenance of the ACS infrastructure, overseeing user access, permissions, and authentication for the 300+ users of GOAA and FBO e-gates.
- Review application requests for completeness, proper signatures and appropriate gate(s) access; enter data in the ACS, prepare and issue ACS media and coordinate collection of associated fees
- Implement and enforce best practices for the ACS, regularly assessing vulnerabilities and applying necessary patches to safeguard against unauthorized access and security breaches.
- Establish and maintain documentation for ACS configurations, troubleshooting procedures, and incident response plans to ensure operational continuity in the face of technical issues or security breaches.
- Collaborate with IT to integrate the ACS with other systems; perform monthly system back-up for redundancy.
- Make recommendations for system upgrades that enhance security and user experience as needed; periodically review costs and methods and make recommendations as needed.
- Develop and conduct ACS training programs for airport employees and airport users, educating them on proper access control protocols and violations; assist authorized users with access related questions and concerns; provide excellent customer service.
- Reconcile ACS media; coordinate invoicing of customers for unreturned media, maintain appropriate records; analyze and reconcile accounts to maintain accuracy, clear discrepancies, and obtain missing information and/or documentation.
- Prepare audits and periodic reports as assigned; maintain proficiency in the specialty software utilized by the ACS; track, process and maintain security violations database,
- Prepare the annual Airport Security Plan update for approval by FDOT
  Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Airport Management, Business Management or related field, and two (2) years experience in aviation/airport operations, military service or related experience, or an equivalent combination of education, training and experience. Must possess AAAE ACE Airport Security certification or achieve certification within six months of hire.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong familiarity with Federal Aviation Regulations
- Ability to operate a two-way radio
- Computer skills, including familiarity with Microsoft office products
- Must be able to work independently, and be dependable
- Demonstrated skill to organize and prioritize work
- Ability to solve problems independently

- Must be able to work rotating shifts to include nights, evenings, weekends and holidays
- Good communication skills, and ability to deal professionally with the public
- Knowledgeable in all facets of airport operations

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently, under moderate supervision, exercising considerable judgment and discretion.
- Make decisions based on established policy, such as runways & taxiways closures
- Failure to maintain a high degree of attention & alertness at all times could result in injury, loss of life, accidents, damage to equipment & airport property

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Vice President, ORL Operations	Date	Senior Vice President, Operations	Date
Chief Operating Officer	Date	Chief Administrative Officer	Date

FLSA: Non-Exempt

EEO Category: Service Maintenance

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Supervisor, ORL Operations (Security Lead)

Department: ORL Operations Date: June 6, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes				X		2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	3
Excessive Noise			X			3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Airfield Training and Compliance

Department: Airfield Operations | Date: June 26, 2018

Title of Immediate Supervisor: Manager of Airport Operations – Airfield | Pay Level: L24

POSITION SUMMARY: Develop and conduct initial and recurrent training programs and maintain records for Airfield Operations personnel to confirm compliance with FAR Part 139 and federal, state, and local laws and regulations. Develop and update Airfield Driver Training programs in accordance with FAR Part 139. Assist with maintaining the Airport Emergency Plan, departmental procedures, and other administrative duties.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Conduct initial and recurrent training programs for Airfield Operations personnel in order to meet FAR 139 requirements
- Develop and update programs to confirm and maintain compliance with federal, state and local regulations and laws
- Develop, update, and maintain the Air Operations Area (AOA) Driver's Training Program, AOA Driver Rules & Safety Violations Manual, and the Safety Violation Program, and verify Airfield Operations Specialists are current in instruction of the AOA Driver's Training class
- Maintain emergency and safety plan updates and verify compliance; participate in emergency response exercises; brief others as requested
- Oversee training of new Airfield Operations Specialists, monitor their progress, and address performance deficiencies, to include counseling and developing remedial training, as needed
- Maintain training records for Airfield Operations personnel, to confirm compliance with FAR Part 139, and Movement Area Driver training records, in accordance with FAR 139.329
- Update departmental procedures to remain in compliance with FAR 139 requirements, and Letters of Agreement with Air Traffic Control
- Alternate department representative on the Business Continuity Plan Committee and Emergency Response Group
- Develop and enhance interdepartmental training procedures, and training with non-GOAA agencies
- Assist with the preparation for the annual FAA Part 139 inspection
- Provide input in the performance evaluation process of Specialists, as applicable
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business or Public Administration or related field, and four (4) years experience in airfield operations to include training, supervision, and emergency response; or an equivalent combination of education, training and experience. Experience conducting presentations and workshops required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Experience working with the Federal Aviation Administration on airfield related projects desired
- Must have strong team-building and leadership skills
- Must have thorough knowledge of FAR 139, 49 CFR Part 1540 & 1542, and Airport Emergency Planning
- Must have strong familiarity with aircraft ground and flight operations, and appropriate terminology
- Must have excellent communications and public-speaking skills

- Must be proficient in MS Word, MS Excel, MS Access, and MS PowerPoint, to include the ability to develop and present for groups and workshops ranging from small to large audiences
- Able to effectively multi-task and determine priorities

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- American Association of Airport Executives (AAAE) Airport Certified Employee (ACE) – Operations (or must be able to attain ACE – Operations or equivalent within one year of hire/promotion
- AAAE Certified Member (CM) or Accredited Airport Employee (AAE) preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise new hires through the Airfield Operations Training Program

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Make decisions on new ire probationary periods
- Evaluate safety aspects of airfield and outlying facilities
- Approve/disapprove Movement Area applications, based on applicant qualifications
- Monitor all vehicles and personnel on the AOA to maintain compliance with FAR's
- Work independently with minimal supervision and general direction, exercising a high level of independent judgment and discretion

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Airfield Training and Compliance

Department: Airfield Operations Date: June 26, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging				X		1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes				X		1
Chemicals				X		1
Insects				X		2
Heights, Confined Areas					X	1
Excessive Noise		X				3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Audio/Video Equipment			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, Access Control

Date: April 5, 2017

Department: Security – Access Control

Grade/Level: L21; Non-Exempt
Rotating Shifts: No

Title of Immediate Supervisor: Assistant Manager, Access Control

Shift Premium: No

POSITION SUMMARY: Responsible for the daily operation of the Access Control customer service functions, and the supervision of the Access Control Technician staff. Administer all aspects of issuing identification badges to airport employees in accordance with federal regulations.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function that may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Oversee the daily activities of the Access Control Office, assigning staff as needed to facilitate an efficient operation and excellent customer service. Expedite the proper issuance of identification badges.
- Supervise the Access Control Technicians to include training, assigning work, monitoring use of overtime, assessing work results, controlling costs, evaluating performance, and administering discipline as needed
- Participate in the interview and selection process, with recommendations given significant weight
- Respond to non-routine questions
- Oversee processes so that the quality and quantity of work, costs and methods, and other department activity comply with established policies, procedures and regulatory requirements
- Daily interaction with tenants and company representatives regarding access control matters
- Serve as department Records Management Coordinator; maintain current knowledge of Florida's record management system and destruction schedules
- Assist with the development and implementation of office and training procedures
- May manage multiple projects with a wide variety of tasks, determining priorities
- Deal with customers and resolve issues within established procedures and guidelines
- Ability to perform all duties and responsibilities of the Access Control Technicians and assist as needed during peak times of operation
- Perform other duties as assigned

EDUCATION AND EXPERIENCE REQUIREMENTS:

Associate degree in Business or Accounting and three (3) years of experience in customer service, recordkeeping, clerical/administrative areas and experience with compliance of rules and regulations or an equivalent combination of education, training and experience. Access Control experience with the Aviation Authority required. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILL, OR ABILITIES:

- Working knowledge of TSA regulations and security directives
- Proficient in multiple computer applications such as Outlook, Word, Excel
- Strong customer relations skills
- Demonstrated ability to work effectively under time constraints and in stressful situations
- Able to prioritize work to meet deadlines
- Good oral and written communication skills in English; multilingual skills desired
- Excellent organizational skills
- Demonstrated leadership skills

LICENSES OR CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervises approximately eight (8) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works independently, exercising considerable judgment
- Establishes priorities to maximize productivity and efficiency
- Makes decisions based on established policy
- Interprets and applies security policies in regard to access control applications

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Department Manager	Date
Department Director	Date
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor, Access Control
Department Security - Access Control
Date April 5, 2017
Section 462

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.					X	1
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)	X					3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing					X	3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)	X					3

Supervisor Comments:

_____

_____

_____

_____ _____

Immediate Supervisor Date Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Emergency Communications

Department: Security | Date: September 29, 2022

Title of Immediate Supervisor: Assistant Manager, Emergency Communications | Pay Level: L23

POSITION SUMMARY: Responsible for the effective and efficient operation of the Communications Center during assigned shift. Supervisors must perform all duties and responsibilities required of an Emergency Communications Dispatcher.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; enforce and confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform all duties of the Emergency Communications Dispatcher
- Conduct monthly compliance evaluations and annual performance evaluations
- Conduct basic and refresher training for Emergency Communications Dispatcher as needed.
- Review and approve Daily Observation Reports.
- Maintain large database of telephone numbers and locations on Orlando International Airport property
- Maintain numerous emergency notification lists, procedures and instructions
- Maintain adherence to Florida Department of Law Enforcement mandates regarding destruction and distribution of confidential materials
- Inspect and maintain checklists of equipment; submit and follow up on maintenance work orders
- Review, report, and transcribe previously recorded audio to determine the sequence of events
- Backup and restore several different computer systems
- Maintain records system for police and fire related activities; confirm supply needs are met
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate and three (3) years experience with computers, fire/security alarm systems and emergency dispatching in fire, rescue, medical or police operations, plus two (2) years experience as trainer, mentor, lead dispatcher, quality assurance reviewer in Emergency Communications, or an equivalent combination of education training and experience. Supervisory training desired. Operating knowledge of computerized information systems is essential.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Interpersonal and leadership skills to handle disciplinary matters, policy changes, training, scheduling and performance evaluations
- Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Must understand techniques of telephone interrogation
- Must have knowledge of principles of emergency dispatch and triage; and coordination of resources
- Knowledge of Public Safety Answering Point (PSAP) regulations
- Must be able to work in a confined, high noise area with no scheduled meals or breaks
- Familiarity with 800 MHz public safety systems, 400 MHz radio systems, and 911 computerized answering systems.

- Able to multitask, prioritize, analyze information and use independent judgement
- Working knowledge of Microsoft Word, Excel and PowerPoint
- Operating knowledge of computerized emergency dispatch information systems is essential
- In-depth knowledge of Communications Center policies and procedures
- Must have exceptional oral and written communications skills
- Ability to effectively handle multiple tasks at one time
- Willing and able to work rotating shifts to include, early mornings, late evenings, holidays, and weekends

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Emergency Medical Dispatch (EMD)
- CPR certified
- TDD certified
- Communications Training Officer (CTO)
- Driver and Vehicle Information Database (DAVID)
- Florida State Certification for Public Safety Dispatchers. F.S.S. 401.465
- Florida Criminal Information Computer/National Criminal Information Computer (FCIC/NCIC)

The following certifications are required at time of hire or must be obtained within 12 months:

- NIMS 100, 200, 247a, 300, 400, 700, 800

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 3-5 employees shift

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Must be capable of making decisions in emergency and non-emergency situations for the Communications Center, some of which are not covered by written procedures.
- Set standards, rules/guidelines or necessary disciplinary action for the Emergency Communications Dispatcher during his/her shift.
- Exercise considerable independence in prioritizing calls, disseminating information and determining critical police, fire and medical response. Example: Determine priority of call, how many units to dispatch, and which unit(s) to dispatch.
- Work independently under moderate supervision, exercising considerable judgment and discretion.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Management	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Protective Service Worker
Shift Premium: N/A
Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Emergency Communications

Department: Security

Date: September 29, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	2
Chemicals					X	1
Insects					X	1
Confined Areas	X					3
Excessive Noise			X			3
Must be willing and able to work rotating shifts, early mornings, late evenings, holidays, and weekends						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Ability to operate and monitor various electronic equipment such as radio dispatch console, CRTs and telephones	X					3

SUPERVISOR COMMENTS:

Due to the computers' sensitivity to heat, the temperature in the Comm Center cannot exceed 72 degrees. Most of the time and especially at night the temperature ranges from 68-70 degrees. All equipment is either alarmed for prompting the operator to an immediate response or designed for two-way communications. Therefore, the employee must be extremely mobile and able to instantaneously respond from a sitting to a standing or walking position.

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Electronics (Revenue)

Department: Parking Operations

Date: February 1, 2023

Title of Immediate: Manager, Parking Operations

Pay Level: L24

POSITION SUMMARY: Plan, coordinate and supervise the daily maintenance, installation and repair of parking revenue control equipment and associated systems. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment, procedures and regulations.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Provide operational support for the Manager of Parking Operations and other management as assigned, including inventory controls, inventory / equipment needs, maintain inventory levels.
- Monitor for proper functioning of the PRCS hardware (public parking, employee parking, E-Pass/Sun Pass system, management card program, commercial ground transportation operations, license plate inventory, valet, etc.) to ensure the accurate collection of approximately $120 million annually. Plan for and coordinate continued excellent customer service during PRCS hardware and software upgrades.
- Monitor contracts and contractors to maintain timely compliance with the contract requirements and electrical standards.
- Establish and maintain records and reports appropriate to area of responsibility.
- Continuously interact and communicate with Contractors; resolve escalated or complex system issues.
- Remain current with state-of-the-art electronic systems and components, to include reading and interpreting schematics.
- Confirm payroll data and maintain all supporting documentation
- Assist with unconventional procedures during emergencies and irregular operations
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate or equivalency diploma and five (5) years' experience in parking revenue control systems or the parking industry with a focus on troubleshooting microprocessor-based equipment, with particular emphasis on cash audit terminal and systems; and general electronic bench test equipment or an equivalent combination of education, training and experience. Background in both analog and digital circuitry, or an equivalent combination of education, training, and experience. Associate Degree in Electronics desirable. Experience with current manufacturer's equipment preferred. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Skill in working with parking and ground transportation revenue control systems hardware and software
- Familiarity with reading diagrams, schematics and specifications
- Knowledge of parking database or E-Pass/SunPass (AVI) systems, Access Control Systems, analog and digital circuitry, fiber optics, communication circuits, CCTV, audio and video systems
- Proficient in oral and written communications
- Demonstrated attention to detail and strong organizational, and administrative skills

- Ability to make timely and critical decisions with limited information and resolve operational conflicts within the parameters of established guidelines and procedures.
- Computer skills – PRCS administration, Microsoft Office, Crystal Reports
- Must have good communication and supervisory/leadership skills
- Strong analytical/diagnostic skills
- Ability to present a well-groomed and professional appearance at all times
- Ability to handle multiple tasks, manage time effectively, and pay close attention to detail
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of seven (7) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion.
- Make routine decisions within established guidelines
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor / Manager Date	Department Assistant VP Date
Department Vice President Date	Chief of Operations Date
Vice President, Human Resources Date	

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Electronics (Revenue)

Department: Parking Operations

Date: February 1, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing			X			3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		3
Noxious Fumes				X		3
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
2 way Radio		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor/Manager Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Airfield Operations

Department: Airfield Operations

Date: January 9, 2019

Title of Immediate Supervisor: Manager, Airport Operations - Airfield

Pay Level: L24

POSITION SUMMARY: Responsible for the safe and efficient operation and overall security of the Air Operations Area (AOA) and airside terminal complexes at Orlando International Airport.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Directly responsible for making sure that all inspections and/or corrections have been completed to maintain compliance with Federal Aviation Regulations (FAR) Parts 139 and Code of Federal Regulations (CFR) 1540 series.
- Approve all runway, taxiway and apron closures and openings. Evaluate safety aspects of airfield and outlying facilities in the event of a compliance discrepancy or airport emergency.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; mentor and coach subordinate development. Participate in interviewing and selection of employees. Investigate performance deficiencies of subordinates and recommend disciplinary action as needed. Conduct regular training with subordinates. Provide for the safety and security of the work area.
- Act as the senior Airport Operations operational representative after normal business hours for airfield/AOA operations. Designated as Airfield Operations coordinating official in Mobile Command Post and Airport - Emergency Operations Center.
- Respond to all aircraft/emergency situations on the airfield and airport property as appropriate.
- Assist with maintaining Airport Certification Manual, Airport Emergency Plan, and operational procedures.
- Oversee and confirm all Airfield Operations employees are enforcing FARs compliance on the AOA such as vehicle/personnel access and driving regulations. Conduct inspections and address out of compliance matters.
- Assist wildlife management staff as needed.
- Assist in the development and preparation of the division budget.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business or Public Administration, Airport Management or related field and four (4) years experience in aviation area related to air operations, to include supervising employees with airfield operational responsibilities and duties, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of federal, state and local rules and regulations applicable to the operation of a Part 139 commercial service airport, to include Federal Aviation Regulations (FAR), Advisory Circulars and CFR Part 1540 & 1542
- Strong familiarity with aircraft ground and flight operations, and related terminology
- Must have the demonstrated ability to make accurate, immediate decisions in emergency situations to ensure efficient utilization of personnel

- Must be proficient with Microsoft Office Suite to include Word, Excel, Outlook, etc.
- Effective oral and written communication skills
- Must be able and willing to work rotating shifts, including overnight shifts early mornings, late evenings, holidays and weekends

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- American Association of Airport Executive - Airport Certified Employee (ACE) - Operations certification at time of hire or within one year of obtaining position
- American Association of Airport Executive - Accredited Airport Executive certification (A.A.E.) or Certified Manager (CM) desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a rotating staff of approximately five (5) per shift

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion.
- Approving authority for aircraft engine run-up requests, runway, taxiway, and apron closures and openings
- Primary approval authority for access to the movement areas

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Department Senior Director	Date
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt
EEO Category: Protective Service Workers
Shift Premium: N/A
Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Airfield Operations

Department: Airfield Operations Date: January 9, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		2
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Vision requirements: must have at least 20/40 acuity in each eye with or without correction and 70 degrees peripheral in horizontal meridian in each eye.						3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather	X					3
Noxious Fumes	X					3
Chemicals	X					3
Insects	X					3
Heights, Confined Areas				X		2
Excessive Noise	X					3
Must be able and willing to work rotating shifts, including overnight shifts early mornings, late evenings, holidays and weekends						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, GT Permit Services Date: December 1, 2017

Department: Ground Transportation Services Grade/Level: Exempt: L21

Title of Immediate Supervisor: Assistant Manager, Ground Transportation Services

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POSITION SUMMARY: Responsible for daily operation of the Ground Transportation (GT) Services Permit Office, and supervision of the staff. Administer all aspects of the Authority's ground transportation permitting program, parking validation program, leased parking, employee parking and mobile food unit program to include responsibility for daily receipts taken in prior to being released to Finance. Interact with Assistant Manager, Ground Transportation Services on a regular basis to maintain the consistent application of GT Services procedures.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Oversee the permit process of all commercial ground transportation companies and commercial vehicles. Resolve conflicts and provide guidance on federal, state, local and Authority regulations concerning commercial vehicles
- Oversee issuance of permits for all non-public parking in the Employee Parking Lot (EPL) and terminal area to include all management, station managers, VIP, disabled, special parking and construction and other temporary parking
- Supervise and review the invoice process for management parking fees, commercial lane fees, employee parking fees, leased parking, and taxi starter fees
- Daily interaction with airline employees, tenants, etc. Handle all customer disputes the assigned staff is unable to resolve. Prepare or authorize refunds/credits to customers when required
- Maintain compliance with the Authority's Mobile Food Unit Policy including permitting, monitoring, enforcement and compliance with state, county and city health, insurance and motor vehicle laws and regulations
- Supervise the Authority's parking validation stamp program, to include issuance and control of validation stamps, and develop procedures to monitor the validation procedures
- Maintain and order permitting supplies, including EPL decals.
- Oversee and monitor the Authority's Ground Transportation Revenue Control System. Review and maintain accurate records and reports in applicable electronic systems/databases
- Responsible for records retention for the permitting section of Ground Transportation Services
- Oversee use of the Ground Transportation Services Receipt application, monitor and assure that the daily receipts taken in by the permitting office are correctly accounted for, confirm timely release of payment batches and all daily cash transactions are correctly accounted for, secured and submitted to the Finance department
- Draft policies and procedures as it relates to Ground Transportation Services and assist the Assistant Manager of Ground Transportation Services as requested
- Supervise assigned employees including: assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees; recommend disciplinary action as needed. Provide for the safety and security of the work area
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

Associate degree in Business or a related field and five (5) years work experience in a heavy customer contact environment ensuring compliance with rules, regulations and policies, or an equivalent combination of education, training and experience. Supervisory experience preferred. Customer service experience in similar environment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to deliver excellent customer service
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects,
- Knowledge of parking and ground transportation desirable
- Knowledge of, Word and Excel, required. Oracle, lease management system and revenue control system, preferred
- Attention to detail
- Good organizational skills
- Ability to communicate clearly and effectively, orally and in writing

LICENSES/CERTIFICATIONS REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise approximately six (6) employees

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Works independently under moderate supervision, exercising considerable judgment and discretion
- Responsibility and primary accountability to supervise a single section/unit.
- Assign work, check results, control costs, appraise performance, and make salary increase and promotional recommendations.

APPROVAL SIGNATURES:

_____ _____
Immediate Supervisor Date

_____ _____
Department Manager Date

_____ _____
Senior Director Date

_____ _____
Senior Director, Human Resources & Risk Management Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor, GT Permit Services
Department Ground Transportation Services
Date December 1, 2017
Section 238

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		1
Walking				X		2
Sitting		X				2
Lifting A. __ 0 - 20 lbs.				X		3
B. __ 21-50 lbs.					X	2
C. __ 51+ lbs.					X	1
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing				X		3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

Immediate Supervisor Date

Senior Director Date

Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, Airfield and Grounds

Date: September 22, 2017

Department: Maintenance

Grade/Level: Non-exempt; L23
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Manager, Airfield and Grounds

POSITION SUMMARY: Supervise the Airfield and Grounds Shop at Orlando International Airport (OIA) responsible for the maintenance and repairs of the airport's airfield pavement and grounds, airport roads, storm conveyance systems, mowing operations and heavy equipment operations. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not to preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Plan, schedule, organize, and supervise the daily operations of the OIA Airfield and Grounds Shop.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Confirm all work by shop personnel and contractors meets established safety standards and complies with all federal, state, and local codes.
- Confirm adherence to established quality control standards and preventive maintenance programs by shop personnel and contractors.
- Maintain staff compliance with FAA and Security regulations while operating in the Air Operations Area (AOA).
- Maintain an inventory of shop stock, repair parts, and spare equipment and tracks expenditures.
- Read diagrams, schematics, and specifications.
- Assist with generating scopes of work and specifications for equipment, systems, and services.
- Remain current on all GOAA emergency response procedures and coordinate proper response as required.
- Establish & maintain records and reports appropriate to area of responsibility.
- Investigate problems and recommend solutions in area of responsibility.
- May attend meetings on behalf of the Manager.
- Develop and monitor annual budgetary requirements as assigned.
- Perform other duties as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS:

High school graduate and five (5) years experience operating various equipment up to and including specialized heavy construction and lift equipment, or an equivalent combination of education, experience and training. Supervisory experience and/or experience in airfield and grounds preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must have ability to troubleshoot various types of storm water conveyance systems.
- Knowledge of maintenance practices as they relate to the responsibilities listed in this job description.
- Knowledge of various types of asphalt and concrete mixes and applications.
- Demonstrated strong leadership skills.
- A thorough working knowledge of Federal Aviation Regulation (FAR) 139 parameters regarding airfields and the maintenance thereof.
- Knowledge of the Federal Aviation Administration (FAA) Advisory Circular 150 Series
- Basic knowledge of Word, Excel, and Outlook

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Class A or B Commercial Driver's License
- Tanker endorsement and Air Brakes designation
- Restricted chemical license required within one year of employment in this position

SUPERVISORY RESPONSIBILITIES

Supervises up to approximately twenty five (25) employees who are governed by a bargaining unit contract.

LATITUDE AND/OR INDEPENDENT JUDGMENT:

- Works independently under moderate supervision, exercising considerable judgment and discretion

APPROVAL SIGNATURES:

_____ _____

Immediate Supervisor Date

_____ _____

Assistant Director Date

_____ _____

Department Director Date

_____ _____

Senior Director, Human Resources and Risk Management Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor, Airfield and Grounds
Department Maintenance
Date September 22, 2017
Section 686

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.		X				3
B. __ 21- 50 lbs.			X			2
C. __ 50+ lbs.				X		2
Bending/Stooping		X				3
Pushing, Pulling, and/or Digging		X				3
Reaching over Head				X		1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes					X	1
Chemicals				X		2
Insects			X			2
Heights, Confined Areas				X		2
Excessive Noise				X		2
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Transportation via department vehicle	X					3
General office equipment (computer, copier, fax, etc.)			X			3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

JOB DESCRIPTION

Job Title: Supervisor, Terminal Electrical

Date: January 8, 2013

Department: Maintenance

Grade/Level: Non-exempt; L22
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Manager, Electrical Systems

POSITION SUMMARY: Supervises the Interior Electrical Shop in the operation and maintenance of all interior power distribution and lighting systems.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Plan, organize, and supervise the daily operations of the Interior Electrical Shop.
- Read wiring diagrams, electrical plans and specifications, and generate scope and specifications for work.
- Responsible for remaining current with all electrical codes and maintenance practices to ensure compliance in all work performed.
- Monitor and administer PowerNet electrical monitoring system.
- Monitor maintenance contractors to ensure timely compliance with the contract requirements and electrical standards.
- Establish and maintain the necessary records and reports to ensure product and equipment reliability.
- Responsible for remaining current on all GOAA emergency response and safety procedures, ensuring proper response as required.
- Establish & maintain records and reports appropriate to area of responsibility.
- Investigate problems and develop solutions in area of responsibility.
- Maintain accurate and timely payroll reporting functions and perform administrative duties as required.
- Develop and monitor annual budget.
- Perform other duties as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS:
High school graduate or equivalency diploma and five years experience in a combination of trouble shooting and repair of motor controls, high voltage electrical systems up to 600 volts, lighting, power and BASL control systems and components, and three years supervisory experience; or an equivalent combination of education, training, and experience. Associate degree in electrical related field desirable.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of energy management and building automation systems
- Specialized training on switchgear equipment desirable.
- Knowledge of emergency generator systems, automatic transfer switches, uninterruptible power systems, computer controlled switchgear.
- Knowledge of electrical codes, OSHA regulations, FAA, and NFPA 70E standard.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Journeyman Electrician competency card recognized by the State of Florida
- Master Electrician competency card desired

SUPERVISORY RESPONSIBILITIES:
Supervisory responsibility for approximately nine (9) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT:

- Considerable latitude in initiative, judgement, and authority in carrying out duties and responsibilities consistent with this position as described.

APPROVAL SIGNATURES:

_____ _____ _____
Immediate Supervisor Date

_____ _____ _____
Assistant Director Date

_____ _____ _____
Department Director Date

_____ _____
Director of Human Resources Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor, Terminal Electrical
Department Maintenance
Date January 8, 2013
Section 687

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.					X	1
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		2
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Transportation via department vehicle		X				3

Supervisor Comments:

Immediate Supervisor Date

Department Director Date

JOB DESCRIPTION

Job Title: Supervisor, Security Compliance

Date: October 12, 2017

Department: Security

Grade/Level: Non-Exempt, L21
Rotating Shift: No
Shift Premium: No

Title of Immediate Supervisor: Assistant Manager, Security Compliance

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POSITION SUMMARY: Responsible for daily oversight of the Security Compliance Specialists. Monitor throughout the Authority for compliance with applicable airport security policies, regulations, and agreements to maintain overall effectiveness, and efficiency of security processes and procedures. Provide or facilitate training and related documentation to airport tenants, contracted security personnel and airport guests regarding compliance issues and other security related initiatives. Train Security Compliance Specialists and maintain required documentation.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not to preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Supervise assigned employees. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Monitor compliance with Federal regulations contained in 49 CFR Part 1542 and other applicable Federal Regulations, Transportation Security Administration (TSA) regulatory requirements and the Airport Security Program (ASP) through audits, inspections, testing, observation, and interviews.
- Issue Security Violations as appropriate for compliance related violations of the ASP or other regulatory requirements; conduct historical and trend analyses of violation data and adjust/revise training programs as applicable.
- Review Security Violations issued by staff for appropriateness and consistency; address discrepancies.
- Oversee security training programs, to include the airport's computer-based training (CBT) for airport personnel and tenants; develop and implement any new security training initiatives that may be needed; develop and present training in response to noted deficiencies or problem areas.
- Conduct training and associated documentation as it relates to Security Compliance Specialists
- Assist in confirming compliance standards are being met for all security related recurrent training.
- Conduct monthly or as needed training/outreach programs and maintain related training materials for requested GOAA departments and stakeholders
- Assist airport tenants and users with security related issues to facilitate all affected parties remaining within regulatory compliance standards.
- Maintain a system of checklists to verify all audit and inspection criteria are being properly addressed on a regular basis.
- Maintain data/documentation in reports, logs, etc. as required for the Airport Security Program, regulatory policies and other compliance standards
- Perform other tasks as directed

EDUCATION/EXPERIENCE REQUIREMENTS:

Associate degree in a Security related discipline and four (4) years experience including compliance with TSA security regulatory requirements and training responsibilities, or an equivalent combination of education, training and experience. Experience in an airport environment preferred. Supervisory and/or leadership experience preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Computer proficiency to include a working knowledge of Microsoft Word, Excel and PowerPoint
- Knowledge of TSA security requirements
- Knowledge of security compliance
- Experience/knowledge of general airport operations
- Good oral and written communication skills
- Ability to effectively and professionally interact with various Authority staff, contracted staff, tenants and airport guests
- Must be able to act effectively in highly stressful situations
- Proficiency in English, multilingual skills desired

LICENSES/CERTIFICATIONS REQUIRED:

- Valid State of Florida driver's license

SUPERVISOR RESPONSIBILITIES:

- Supervisory responsibility for approximately three (3) employees

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Considerable initiative, discretion and judgment
- Works independently under moderate supervision

APPROVAL SIGNATURES:

_____ _____
Immediate Supervisor Date

_____ _____
Manager Date

_____ _____
Department Director Date

_____ _____
Sr. Director, Human Resources & Risk Management Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Supervisor, Security Compliance
Department Security
Date October 12, 2017
Section 465

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting				X		2
Lifting A. __ 0 - 20 lbs.					X	2
B. __ 21- 50 lbs.					X	2
C. __ 50+ lbs.					X	1
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head					X	2
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing				X		3
Writing				X		3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	2
Noxious Fumes					X	2
Chemicals					X	2
Insects				X		2
Heights, Confined Areas					X	2
Excessive Noise				X		3
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Car/truck			X			3
General office equipment (computer, copier, fax, etc.)				X		3

Supervisor Comments:

_____

_____

_____

_____ _____

Immediate Supervisor Date Department Director Date

JOB DESCRIPTION

Job Title: Supervisor, Terminal Operations

Date: September 26, 2017

Department: Terminal Operations – BHS/GSE Division

Grade/Level: Non-exempt; L21
Rotating Shifts: Yes
Shift Premium: No

Title of Immediate Supervisor: Assistant Manager, Terminal Operations BHS/GSE Division

---

POSITION SUMMARY: Coordinate and supervise the daily operational activities of assigned areas of the BHS/GSE Operations. Confirm quality, excellent customer service, and regulatory compliance.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Oversee the day to day operation and maintenance of the BHS/GSE, maintaining the highest levels of quality assurance and customer service are provided throughout BHS operations, including but not limited to TSA, airlines personnel support services, internal customers, and the general public.
- Confirm compliance with all TSA and Federal regulations, rules and protocols related to baggage processing and security.
- Monitor and supervise BHS control room and operations staff.
- Coordinate with contracted workforce so that proper operational coverage is in place as needed; monitor BHS contracted staff, confirming full compliance with contract terms.
- Schedule and manage the daily use of the BHS and baggage make up claim devices.
- Develop and monitor staff schedules for effective and efficient operation of assigned area(s).
- Confirm the BHS facilities are in optimal condition for customer use through daily inspections, producing and following up on work orders, etc.
- Investigate and respond to issues, concerns and complaints from users of the Authority's areas and equipment.
- Coordinate and track training programs for both GOAA and contracted staff.
- Maintain inventory control records of Authority owned equipment.
- Process and maintain BHS payroll and attendance records.
- Update, maintain and implement policy and procedures relevant to BHS operations.
- Coordinate the interviewing, hiring, training and evaluation programs for assigned BHS personnel, and monitor performance of GOAA and contracted employees. Issue or recommend disciplinary or other personnel actions, complete performance evaluations.
- Coordinate with Federal Agencies, Airline Representatives, Essential Service Operators Skycaps.
- Investigate and respond to issues, concerns and complaints from users of the Authority's areas and equipment.
- Oversight of Control Center and system operators to maintain compliance with operating standards and maintain efficient operations.
- Monitor and record customer service performance through random surveys.
- Perform other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:
Associate Degree in Management or related field, and four (4) years related work experience, or an equivalent combination of education, training and experience. Bachelor degree in Management or related field preferred. BHS experience in a medium to large hub airport desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Customer Service skills required
- Supervisory skills preferred
- Computer skills in database, spreadsheets and word processing software
- Effective oral and written communications skills
- Multi task oriented
- Planning and organizational skills
- Able to work rotating shifts, early mornings, late evenings, holidays, and weekends

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*
Supervisory responsibility for approximately twelve (12) GOAA employees, and oversight of contracted employees.

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions.)*

- Judgment to handle a variety of issues pertaining to the daily use and operation of the BHS facilities.
- Works independently under moderate supervision, exercising considerable judgment and discretion.
- Deals with customer issues within established procedures and guidelines.

APPROVAL SIGNATURES:

Immediate Supervisor	Date
Manager	Date
Assistant Director	Date
Department Senior Director	Date
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title: Supervisor, Terminal Operations
Department: Terminal Operations, (BHS/GSE) Division
Date: September 26, 2017
Section: 413

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			2
Walking			X			2
Sitting			X			2
Lifting A. 0-20 lbs.					X	2
B. 21- 50 lbs.					X	2
C. 50+ lbs.					X	2
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	2
Reaching over Head					X	2
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing			X			3

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes			X			2
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise				X		2
Must be able to work rotating shifts, early mornings, late evenings, holidays, and weekends						3
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicle				X		2
Baggage Conveyor Systems		X				3
Communication Radio		X				3
General office equipment (computer, fax, copier, etc.)			X			3

Supervisor Comments:

Immediate Supervisor Date

Senior Director Date

Supervisor, Training and Compliance – Airline Operations

Department: Airport Operations - Airline

Date: February 12, 2025

Title of Immediate Supervisor: Manager – Airport Operations, Airline

Pay Level: L23

POSITION SUMMARY: Develop, administer, and coordinate all Airline Operations' training and development. Track employee training compliance with required procedures, processes and regulations. Supervise and coordinate all training/operational activities of assigned areas of Airline Operations. Supervise and oversee all Airline Operations processes.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Administer the scheduling of Airline Operations training. Deliver training to new hires/transfers on Airline Operations procedures and regulations, including, but not limited to Supervisor, Terminal Operations (TO) Agent, Airport Operations Center (AOC), Scheduling and Billing, and Waste Management
- Oversee the onboarding and orientation of new team members, ensuring they are properly trained and integrated into the team
- Responsible for oversight of the Daily Observation/Audit Reporting and the documentation process during training. Provide coaching and /or present administrative action, when applicable; assist in the development of a performance plan (PIP) when warranted
- Conduct audits on employees' performance, including monitoring phone calls, and field and desk job audits, to identify strengths and weaknesses, provide feedback, issue corrective action as needed, and report findings to management. Create a training development plan for identified areas of improvement.
- Develop and update programs, manuals, training materials, and curricula to confirm and maintain compliance with federal, state, and local regulations and laws, and policy. Track the compliance and completion of required training programs to assist with accountability purposes. Assure Department policies and procedures are in compliance with Code of Federal Regulations (CFR) 1542 series, TSA regulations, USDA regulations, rules and protocols
- With other leadership, align the training and compliance efforts with overall company strategic goals. Participate in regular meetings with leadership to report on the team's performance and updates on training and compliance initiatives
- Identify and develop career path training for future advancement. Provide insight and overview to other areas of Airline Operations, and GOAA, and develop a path for advancement. Promote interdepartmental knowledge of all job functions
- Provide training and assistance in the Emergency Operations Center (EOC), and any applicable training associated with emergencies. Lead and organize training for emergency scenarios and other emergency and contingency situations, to include the Continuation of Operations Plan (COOP)
- Maintain focus on customer service with an emphasis on interpersonal skills, whether written or verbal.
- Assist with the training of new products/programs when applicable
- Coordinate training and expectations with any contracted personnel

- Develop and enhance interdepartmental training procedures, and training with non-GOAA agencies
- Assist and Perform other Airline Operations Supervisory duties when necessary.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor degree and two (2) years' experience in an area related to aviation/airport operations, or an equivalent combination of education, training, and experience. Training experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have strong leadership and team-building skills
- Must have thorough knowledge of Airport Rules and Regulations, 49 CFR 1540 & 1542, and the Airport Emergency Plan
- Must have strong familiarity with aircraft ground and flight operations, and appropriate terminology
- Ability to handle compliance issues in a fast paced and highly regulated industry.
- Must be able to train in a classroom style environment and On-the-job Training (OJT)
- Strong oral and written communication skills, and friendly customer service skills
- Proficient in Microsoft Office programs
- Ability to make sound decisions under pressure, handle multiple tasks and pay close attention to detail, and solve problems independently
- Ability to maintain a high level of professionalism and diplomacy at all times while interacting with both internal and external customers in potentially stressful, difficult, and confrontational situations
- Ability to quickly learn and master a variety of computer programs, applications and industry-specific software and effectively teach these programs, including creating/obtaining comprehensive training materials and delivering clear instruction to users with varying levels of technical expertise
- Must be willing and able to work rotating shifts, early mornings, late evenings, weekends, and holidays based on operational needs
- Must be able to speak and write clearly in English – multi-lingual skills preferred

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- NIMS 100/200/700/800 required at time of hire/promotion or must be obtained within 6 months

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise new hires through the Airline Operations' Training Program

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Operate independently under general supervision and general direction, exercising sound judgment and discretion with respect to safety, time management, and interaction within the various areas of Airline Operations.

- Initiate day-to-day operational decisions based on interpretation of Orlando International Airport rules and policies. Refers unique issues to the Supervisor, Airline Operations.
- Must be capable of responding to airport emergencies that arises and provide support to Airline Operations as required/requested.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor Date

SR Vice President, Operations Date

Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Professionals

Manager Hours: 0

Shift Premium: N/A

Rotating Shift: N/A

Supervisor, Training and Compliance – Airline Operations

Department: Airport Operations - Airline Date: February 12, 2025

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking	X					3
Sitting			X			3
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		3
51+ lbs					X	2
Bending/Stooping				X		3
Pushing, Pulling and/or Digging				X		3
Reaching over head				X		3
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather	c			X		3
Noxious Fumes				X		3
Chemicals					X	2
Insects					X	2
Heights, Confined Areas				X		3
Excessive Noise				X		3
Dispute/Conflict Resolution				x		3
Must be willing and able to work rotating shifts, weekends, evenings, and holidays	X					3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Wireless handheld device						3
2way Communication Radio	X					3
SUPERVISOR COMMENTS:						

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Carpentry

Department: Maintenance

Date: April 25, 2023

Title of Immediate Supervisor: Manager, Terminal Facilities

Pay Level: L23

POSITION SUMMARY: Plan, coordinate and supervise the activities of the Carpentry Shop for the Greater Orlando Aviation Authority (GOAA) to maintain the structural integrity and aesthetics of all facilities. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for planning, coordinating, organizing and supervising the daily operations of the Carpentry shop
- Verify all assigned work is accomplished in compliance with specifications, building codes, and established safety practices
- Determine material requirements for routine maintenance and project work; maintain adequate shop stock levels and requisition additional materials as required
- Monitor outside contractor personnel to maintain timely compliance with contract requirements
- Serve as project manager on in-house projects and coordinate trades personnel as required
- Read and interpret blueprints and engineering drawings
- Assist with generating scopes of work and specifications for in-house projects, equipment, systems, and services.
- Supervise employees in assigned area. Assign work orders; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work areas.
- Responsible for remaining current on all GOAA emergency response procedures and maintaining proper response as required
- Establish and maintain records and reports appropriate to area of responsibility
- Investigate problems and develop solutions in area of responsibility
- Maintain accurate and timely payroll reporting functions and performs administrative duties as required
- Develop and monitor annual budgetary requirements
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate or equivalency diploma and five (5) years carpentry/framing experience; or an equivalent combination of education, training, and experience. Vocational/technical training desirable. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Sound working knowledge of hazardous material/chemical handling requirements, associated MSDS sheets
- Extensive knowledge of applicable NFPA and building code requirements
- Basic knowledge of essential safety equipment and protective devices
- Knowledge of rules, regulations, and guidelines regarding the safe operation of hand and power tools
- Ability to read and work from blueprints & contract drawings

- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Strong leadership, decision making and communication skills
- Basic computer-use skills and Microsoft programs
- Basic knowledge of Computerized Maintenance Management Systems desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 7 - 10 employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Vice President	Date
Department Vice President	Date	Chief of Operations	Date
Vice President, Human Resources	Date		

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Carpentry

Department: Maintenance

Date: April 25, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	3
20 – 50 lbs					X	3
51+ lbs					X	3
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)				X		1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	2

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Assistant Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Electronics

Department: Maintenance

Date: August 14, 2018

Title of Immediate Supervisor: Manager, Electric Systems

Pay Level: L24

POSITION SUMMARY: Plan, coordinate and supervise the activities of the electronics shop for the Greater Orlando Aviation Authority (GOAA) in the operation and maintenance of all electronic equipment and systems. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for planning, organizing and supervising the daily operations of the Electronics shop to include Public Address, security, Closed Circuit Television, Automatic Door systems, and other electronics related systems.
- Coordinate maintenance, installation, and operation of equipment and systems related to, security access, CCTV, MATV, gate and door control, card readers, master clock and other electronic applications as assigned.
- Confirm all work by shop personnel and contractors meets established quality control standards, safety standards and complies with all federal, state, and local codes.
- Verify adherence of the established preventive maintenance program.
- Determine material requirements for routine maintenance and project work; maintain adequate shop stock levels and requisition additional materials as required
- Accurately read diagrams, schematics, and specifications, and generate scopes and specifications for equipment, systems, and services.
- Assist with generating scopes of work and specifications for equipment, systems, and services.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Monitor contracts and contractors to maintain timely compliance with the contract requirements and electrical standards.
- Responsible for staying current with state of the art electronic systems and components to include reading and interpreting schematics.
- Responsible for staying current on all GOAA emergency response procedures and maintaining proper response as required.
- Establish & maintain records and reports appropriate to area of responsibility.
- Investigate problems and develops solutions in area of responsibility.
- Develop and monitor annual budgetary requirements.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate or equivalency diploma and five (5) years experience to include trouble-shooting microprocessor-based equipment, access control, public address, CCTV, and automatic door systems. Strong background in analog and digital circuitry; or an equivalent combination of education, training, and experience. Associate degree in Electronics desirable. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have ability to troubleshoot various types of electronic systems to component level.
- Basic knowledge of essential safety equipment and protective devices
- Knowledge of electrical codes, OSHA regulations, FAA, and NFPA 70E and other safety standards.
- Knowledge of rules, regulations, and guidelines regarding the safe operation of hand and power tools
- Must have good communication and leadership skills.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately nine (9) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Electronics

Department: Maintenance

Date: August 14, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	2

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Supervisor, Maintenance – Graphics Date: November 14, 2012

Department: Maintenance Grade/Level: Non-exempt; L9

Title of Immediate Supervisor: Manager, Terminal Facilities

POSITION SUMMARY: Plans, coordinates and supervises the activities of the graphics shop to maintain all Authority signage within Department of Transportation Rules and GOAA's Architectural Graphics Design Program as stated in GOAA Graphics' Standard Policy.

RESPONSIBILITIES: *The listed duties are only illustrative and are not intended to describe every function which may be performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.*

- Plan, organize and supervise the daily operations of the Graphics shop
- Ensure all assigned work is accomplished in compliance with Graphics Master Plan and Graphic Standard Policy of GOAA
- Determine material requirements for routine maintenance and project work; maintain adequate shop stock levels and requisition additional materials as required
- Monitor outside contractor personnel to ensure timely compliance with contract requirements
- Serve as project manager on in-house projects to coordinate trades personnel as required, including design, layout and production
- Read and interpret blueprints and engineering drawings
- Responsible for remaining current on all GOAA emergency response procedures and ensuring proper response as required
- Establish and maintain records and reports appropriate to area of responsibility
- Investigate problems and develop solutions in area of responsibility
- Maintain accurate and timely payroll reporting functions and perform administrative duties as required
- Develop and monitor annual budget
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:
Associate degree in Graphics Design or related field and (5) years experience in signage and graphic arts pertaining to Computer Aided Signage (CAS), Computer Aided Graphic Design (CAGD) and three years supervisory experience; or an equivalent combination of education, training and experience. Bachelor of Arts degree in Graphic Design desirable.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Knowledgeable of Gerber Scientific Products or similar programs
- Knowledge of International Graphics Standards
- Extensive knowledge of Corel Draw, Quark Express, Adobe PhotoShop, or similar software programs
- Must be capable of using computer-aided graphics equipment, i.e. 4-axis plotters, Dimension 200 router/engraver, large format digital color printers and scanners
- Ability to handle desk and file management procedures maintained by the Graphics Advantage computer based system
- Basic knowledge of essential safety equipment and protective devices
- Sound working knowledge of hazardous material/chemical handling requirements and associated MSDS sheets
- Knowledge of rules, regulations, and guidelines regarding the safe operation of hand and power tools
- Capable of operating field communications equipment

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Drivers License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*
Approximately four (4) employees

LATITUDE AND/OR INDEPENDENT JUDGMENT: *(Include examples of situations where this position might exercise independent judgment and make decisions)*

- Works independently under moderate supervision, exercising considerable judgment and discretion
- Establishes priorities to maximize productivity and efficiency

APPROVAL SIGNATURES:

_____	_____
Immediate Supervisor	Date
_____	_____
Assistant Director	Date
_____	_____
Department Director	Date
_____	_____
Director of Human Resources	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Maintenance Supervisor - Graphics
Department Maintenance
Date November 14, 2012
Section 688

In the spaces below, please note what kind of physical mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting A. __ 0 - 20 lbs.					X	1
B. __ 21- 50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		2
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

In the spaces below, please note what kind of physical/mental activities are involved in performing your job. Also describe the working conditions.

Frequency

Constant - More than 80% (6 1/2 hours or more per 8 hour day)
Very Frequent - 51-80% (4 1/2-6 hours per 8 hour day)
Frequent - 21-50% (2 1/2-4 hours per 8 hour day)
Occasional - 6-20% (1-2 hours per 8 hour day)
Rare - 0-5% (Less than 1 hour per 8 hour day)

Importance

3 - Critical part of Job; can't be done any other way
2 - Important, but may be performed in some other way
1 - Not Critical; may be reassigned or not performed at all

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Transportation via department vehicle		X				3
General office equipment (computer, copier, fax, etc.)				X		3

Supervisor Comments:

_____

_____

_____

_____

_____ _____

Immediate Supervisor Date Department Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, HVAC

Department: Maintenance

Date: April 4, 2023

Title of Immediate Supervisor: Manager, Plant Maintenance

Pay Level: L24

POSITION SUMMARY: Plan, coordinate, and supervise the activities of HVAC operations for the Greater Orlando Aviation Authority (GOAA) in the operation and maintenance all equipment and related control systems pertaining to heating, ventilation, and air conditioning equipment. Schedule work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for the planning, organizing and supervising of the daily operations of the HVAC shop to include the effective and efficient operation and maintenance of all related HVAC systems and controls.
- Verify adherence of the established preventive maintenance program.
- Confirm all work by shop personnel and contractors meets established quality control standards, safety standards and complies with all federal, state, and local codes.
- Establish & maintain records and reports appropriate to area of responsibility.
- Determine material requirements for maintenance, repair, and project work; maintain adequate shop stock levels and requisition additional materials as required.
- Accurately read diagrams, schematics, and specifications, and generate scopes and specifications for equipment, systems, and services.
- Assist with generating scopes of work and specifications for equipment, systems, and services.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Establish work standards and monitor compliance through regular quality assurance inspections.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Investigate problems and develop solutions in area of responsibility.
- Develop and monitor annual budgetary requirements.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate or equivalency diploma, with a minimum of 1200 hours HVAC technical training courses, five (5) years experience in HVAC field; or an equivalent combination of education, training, and experience. Supervisory/Leadership experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Extensive knowledge of central energy plant operation
- Extensive knowledge of building automation system network, and electrical direct digital and pneumatic controls
- Supervisory/leadership skills; ability to build an effective team

- Basic knowledge of common computer software including Microsoft Office applications
- Knowledge of all applicable Federal, State, and local codes; OSHA safety policies.
- Ability to read and work from blueprints & contract drawings
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects
- Attention to detail
- Strong oral and written communication skills
- Basic knowledge of Computerized Maintenance Management Systems desirable
- Problem solving skills
- Demonstrated ability to set standards for consistency

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- EPA section 608, Universal certification is preferred for the proper use, storage and disposal of refrigerants.
- Refrigerant Transition and Recovery Certification
- State of Florida Class "A or "B" Air Conditioning Contractor's license desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately twenty (20) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Vice President	Date
Department Vice President	Date	Chief of Operations	Date
Vice President, Human Resources	Date		

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, HVAC

Department: Maintenance

Date: April 4, 2023

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		3
51+ lbs					X	1
Bending/Stooping				X		3
Pushing, Pulling and/or Digging				X		2
Reaching over head				X		3
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	2
Chemicals			X			3
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise			X			3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle	X					3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
2way Radio/Field Communication Device			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Vice President Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Lock Shop

Department: Security | Date: April 13, 2021

Title of Immediate Supervisor: Manager, Access Control & Security Compliance | Pay Level: L24

POSITION SUMMARY: Plan, coordinate and supervise the activities of the Lock Shop for the Greater Orlando Aviation Authority (GOAA) in the operation and maintenance of all locking mechanisms, equipment, and devices. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for planning, organizing and supervising the daily operations of the Lock Shop.
- Coordinate maintenance, installation, and operation of equipment locking mechanisms in all installed locking devices as assigned.
- Confirm all work by shop personnel meets established quality control standards, safety standards and complies with all federal, state, and local codes.
- Verify adherence to the established preventive maintenance program.
- Determine material requirements for routine maintenance and project work; maintain adequate shop stock levels and requisition additional materials as required
- Accurately read diagrams, schematics, and specifications, and generate scopes and specifications for lock equipment and devices.
- Assist with generating scopes of work and specifications for equipment used and maintenance of warranty.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policy, procedure, and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Responsible for remaining current with state of the art locking systems and components to include reading and interpreting schematics.
- Responsible for staying current on all GOAA emergency response procedures and maintaining proper response as required.
- Organize the Lock Shop and ensure all equipment is appropriate for the requested jobs and confirm parts and materials are ordered and configured correctly in sufficient amounts.
- Establish & maintain records and reports appropriate to area of responsibility.
- Investigate problems and develop solutions in area of responsibility.
- Develop and monitor annual budgetary requirements.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate or equivalency diploma and five (5) years experience working as a locksmith in the building maintenance or construction fields; or an equivalent combination of education, training, and experience. Locksmith courses required; including but not limited to lock systems in use at the airport (i.e.: Large Format Interchangeable Cores, Simplex Mechanical Pushbutton Locks, master keying). Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to read and interpret blueprints, shop drawings, and engineering cut sheets
- Knowledge of TSA security regulations related to access to Secure or restricted areas
- Basic knowledge of essential safety equipment and protective devices
- Must be capable of properly operating field communications equipment
- Ability to utilize database programs to document lock and key structure electronically
- Basic spreadsheet knowledge to maintain locksmith parts inventory control
- Use of e-mail system for receiving and responding to work orders and locksmith information requests
- Demonstrated leadership skills
- Ability to organize, assign and reconcile work
- Ability to communicate effectively with management and Locksmiths
- Must be able to read and understand airport diagrams

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Director	Date
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Lock Shop

Department: Maintenance

Date: April 13, 2021

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs			X			2
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing				X		3
Writing				X		3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	3
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise				X		2

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Power Tools				X		3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

Supervisor, Operations (UAS Program)

Department: ORL Operations
Date : March 2, 2026

Immediate Supervisor: Vice President, ORL Operations
Pay Level: L24

POSITION SUMMARY: The Supervisor, Operations (UAS Program) role verifies that ORL tenants and users comply with all applicable rules, regulations and agreements related to the operations of UAS (Unmanned Aircraft Systems) . Greater Orlando Aviation Authority (GOAA) primary contact and direct liaison with tenants during non-office hours at the airport. Serve as the program manager for all GOAA UAS operations. Oversee all aspects of UAS operations, including operating as Pilot in Command (PIC), PIC supervision and training, equipment management, FAA regulatory compliance, mission coordination, instructional development, and other duties as needed.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Establish, update, implement and manage Aviation Authority UAS program.
- Perform various UAS crewmember roles including PIC and Visual Observer (VO).
- Lead and coordinate UAS flight operations across departments and liaise with external agencies including City and County LEO, FDOT and FAA.
- Develop and conduct UAS training program. Maintain proficiency in all aspects of drone operations and remote pilot qualifications.
- Manage the deployment and maintenance of all related assets. Collect and analyze program data for assessments and continuous improvement.
- Key liaison for GOAA UAS program at public events and industry functions.
- Manage the GOAA FAADroneZone account while staying current on regulations. Maintain all associated compliance and other documentation.
- Maintain an up-to-date inventory of UAS assets.
- Train, supervise and support a team of UAS pilots.
- Make recommendations for system upgrades that enhance performance and operational efficiency as needed.

Perform duties required as an ORL Operations Supervisor as needed, including:

- Serve as the primary contact & representative of GOAA after normal business hours for matters concerning ORL.
- Responsible for airfield safety including tenants, buildings & air operations areas (AOA); perform inspections to evaluate operating conditions. Remove foreign object debris (FOD) as needed. Issue NOTAMs when required.
- Conduct nightly airport lighting inspections and report outages.
- Interpret, coordinate & enforce regulations & procedures. Liaise with FAA officials, aeronautical users, & maintenance personnel concerning airfield safety & operational conditions.
- Respond to all emergencies & operate emergency equipment as needed. Conduct investigations and prepare incident reports as required.

- Coordinate with law enforcement agencies regarding security incidents on airport property. Participate in emergency training exercises.
- Investigate complaints from ORL tenants & local public. Report leasehold violations.
- Participate in new hire training, coordinate orientation and community tours.
- Responsible for records management for Operations department.
- Maintain log of international flights that will utilize Customs services and assist Customs officers as needed. Maintain records of total aircraft movement and individual jet aircraft operations during non-ATC service hours for noise abatement inquiries. Advise pilots of voluntary noise abatement procedures during non-ATC hours of operation.
- Monitor and log wildlife activity that occurs on airport property and conduct dispersals/removals as necessary. Maintain records of bird strikes that occur on airport property.
- Monitor CCTV, remote cameras. Issue trespass warnings as required.
- Review construction plans, monitor construction activities, provide escorts, & coordinate daily activities. Provide training on safety awareness for airfield projects and vehicle operations within the airport movement area to construction personnel. Inspect construction sites, make safety recommendations and attend meetings.
- Submit maintenance work orders as necessary and verify completion of work. Fuel airport operations vehicles and complete vehicle inspection reports.
- Assist with administrative support and render assistance to the public when administration is not on property.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Airport Management, Business Management, or related field, and two (2) years experience in aviation/airport operations, military service or related experience, or an equivalent combination of education, training and experience. Must possess FAA Remote Pilot Certificate or ability to obtain one within 60 days of hire.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong familiarity with Federal Aviation Regulations
- Ability to operate a two-way radio.
- Ability to safely operate a UAS in an airport environment.
- Computer skills, including familiarity with Microsoft office products.
- Must be able to work independently and be dependable.
- Demonstrated skill to organize and prioritize work.
- Ability to solve problems independently.
- Must be able to work rotating shifts to include nights, evenings, weekends and holidays
- Good communication skills, and ability to deal professionally with the public
- Knowledgeable in all facets of airport operations

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- FAA Remote Pilot Certificate

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence and make decisions)*

- Work independently, under moderate supervision, exercising considerable judgment and discretion.
- Make decisions based on established policy, such as runway & taxiway closures.
- Failure to maintain a high degree of attention & alertness at all times could result in damage to equipment & airport property, accidents, injury, loss of life.

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities, or activities may be assigned or may change at any time with or without notice. The Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Vice President, ORL Operations Date

Chief Administrative Officer Date

FLSA: Non-Exempt

EEO Category: Service Maintenance

Manager Hours: N/A

Shift Premium: N/A

Rotating Shift: N/A

Supervisor, Operations (UAS Program)

Department: ORL Operations Date: March 2, 2026

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs.				X		2
20 – 50 lbs.					X	2
51+ lbs.					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes				X		2
Chemicals					X	2
Insects					X	2
Heights, Confined Areas					X	3
Excessive Noise			X			3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Paint

Department: Maintenance

Date: March 15, 2022

Title of Immediate Supervisor: Manager, Terminal Facilities

Pay Level: L23

POSITION SUMMARY: Plan, coordinate and supervise the activities of the Paint Shop for the Greater Orlando Aviation Authority (GOAA) to maintain the structural integrity and aesthetics of all facilities, including buildings, structures, and airfield and roadway pavement markings. Schedule daily work orders, monitor and supervise worksites, establish and maintain proficiency training for employees on assigned equipment.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for planning, organizing and supervising the daily operations of the Paint Shop.
- Prepare annual and multi-year painting operational plan.
- Verify all assigned work is accomplished in compliance with specifications, building codes, and established safety practices.
- Determine material requirements for routine maintenance and project work; maintain adequate stock levels, and requisitions materials as required.
- Read and interpret engineering drawings for layout and painting of all FAA airfield markings and FDOT pavement markings.
- Maintain compliance with all applicable regulatory agency requirements.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Monitor outside contractor personnel to maintain timely compliance with contract requirements.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Establish and maintain records and reports appropriate to area of responsibility.
- Investigate problems and develop solutions in area of responsibility.
- Maintain accurate and timely payroll reporting functions and perform administrative duties as required.
- Develop and monitor annual budgetary requirements.
- Inspect vehicles assigned to the department to verify vehicles are maintained and tools and materials are properly stowed away.
- Provide regular updates to management on projects, work order status, and other issues.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High School graduate or equivalency diploma and five (5) years painting experience in a commercial environment; or an equivalent combination of education, training and experience. Vocational/technical training desirable. Supervisor experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Sound working knowledge of hazardous material/chemical handling requirements, and associated MSDS information
- Extensive knowledge of applicable OSHA and building code requirements and any applicable regulatory agency requirements
- Ability to read and work from blueprints & contract drawings
- Basic knowledge of common computer software including Microsoft Office applications
- Supervisory/Leadership skills
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects
- Attention to detail
- Good oral and written communication skills
- Working knowledge of maintenance trades and terminology

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently under moderate supervision, exercising considerable judgment and discretion Establish priorities to maximize productivity and efficiency
- Determines type of equipment, tools, and material to be used for assigned jobs, and work method and practices to ensure a professional completion

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Worker
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Paint

Department: Maintenance

Date: March 15, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
2way Radio/Field Communication Device		X				3
Any Other???						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Supervisor, Plumbing

Department: Maintenance

Date: February 28, 2018

Title of Immediate Supervisor: Manager, Plant Maintenance

Pay Level: L24

POSITION SUMMARY: Plan, coordinate, and supervise the activities of the plumbing shop in the operation and maintenance of all plumbing systems and appurtenances.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supervise the daily operation of the Plumbing Shop in providing operations and maintenance of all airport plumbing systems to include:
  - Potable water supply and distribution
  - Storm water collection and discharge (buildings)
  - Waste and vent water collections discharge (buildings)
- Responsible for preventive maintenance and inspection of all systems.
- Read and interpret engineering drawings and specifications for plumbing systems and inspect to ensure contractual compliance.
- Coordinate with City of Orlando for periodic inspection of cross-contamination prevention devices on potable water supply lines.
- Determine material requirements for routine and project work. Maintain adequate shop stock levels and requisition materials for accomplishing required work.
- Responsible for remaining current on all GOAA emergency response procedures and ensuring proper response as required.
- Establish and maintain records and reports appropriate to area of responsibility.
- Investigate problems and develop solutions in area of responsibility.
- Maintain accurate and timely payroll reporting functions and perform administrative duties as required.
- Develop and monitor annual budget.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate and five (5) years plumbing experience; three (3) years supervisory experience, or an equivalent combination of education, training and experience. Some technical schooling desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of all applicable Federal, State, and local plumbing codes; OSHA safety policies.
- Ability to read and work from blueprints & contract drawings.
- Ability to operate hand & power tools, two-way radio, pumps, motor vehicles, and office machines.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver license
- Journeyman Plumber Orange County Competency Card
- Master Plumber Orange County Competency Card desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately thirteen (13) employees.

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Works independently under moderate supervision, exercising considerable judgment and discretion
- Establish priorities to maximize productivity and efficiency

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Assistant Director	Date
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt
EEO Category: Skilled Craft Workers
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Supervisor, Plumbing

Department: Maintenance

Date: February 28, 2018

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)				X		3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

System Administrator (Windows)

Department: Information Technology | Date: March 14, 2024

Title of Immediate Supervisor: Assistant Manager, Systems Administration | Pay Level: L28

POSITION SUMMARY: Implement, support, troubleshoot and manage all Windows-based data servers for the Greater Orlando Aviation Authority (Aviation Authority). Include many facets of server and storage design, installation, management and security. Play a key role in the continued development and management of the server and storage infrastructure. Combine hands-on maintenance and system architecture design. Support a mid-sized LAN in a campus design. Provide administration and support for the server environment, including Microsoft Windows Server, Microsoft Azure, Internet Information Server, VMware virtual infrastructure, etc. May require support of Windows client systems and network infrastructure.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Establish and maintain the security and integrity of the servers and storage.
- Coordinate the installation, relocation, maintenance, and repair of; network servers, network interface hardware, peripheral equipment, printers, plotters, removable storage, and scanners.
- Monitor the system management console for error conditions. Perform all functions related to the configuration and maintenance of the server management software.
- Maintain Azure resources and other cloud technologies.
- Must be familiar with common Azure services used in deployment and development projects.
- Manage identity and access management (IAM) for user maintenance including adds, changes and deletions as necessary and according to established guidelines. Facilitates approved remote access to Aviation Authority environment.
- Establish, schedule, and monitor all systems backups and reviews related logs. Restore from backup infrastructure as necessary and periodically to validate backups.
- Enforce and assist in establishing security policies for system use. Monitor systems for illegal or unauthorized software installation. Coordinate with IT Security team to establish and maintain endpoint security products on the network servers and nodes.
- Patch server operating system and application software regularly to address bugfixes and security vulnerabilities/exploits; this may include firmware updates to address same.
- Coordinate and resolve system resource conflicts between critical applications and/or peak hour conditions. Perform analyses, system tuning and optimization to rectify conflicts. Open case with vendor support to resolve complex issues.
- Review emerging technologies and standards. Develop prototype demonstrations of promising, cost-effective, and efficient new applications. Maintain a current knowledge of developments in both hardware and software to verify that upgrades and installations are performed as efficiently as possible, including all relevant adjustments to system configuration, memory management, and other companion products.
- Establish the cataloging of installed equipment, software, repairs, maintenance and upgrades of server hardware and storage components. Prepare analytical reports and makes refurbishment recommendation based upon this historical inventory.
- Monitor software licensing usage to avoid violations of licensing agreements and violations of copyright laws.
- Implement domain security in accordance with established policies, best practice and harden as necessary after penetration testing and/or vulnerability scanning.
- Require compliance in the security of Aviation Authority networks and servers connected to the Internet.
- Adjust work schedule to include working late evenings and/or weekends when outage requirements dictate.

RESPONSIBILITIES (continued)

- Collaborate with management in the preparation of the Information Systems budget.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in computer science or related field and five (5) years experience in the administration of a medium to large corporate network to include high level experience in server application, installation and configuration, or an equivalent combination of education, training, and experience. Experience with Active Directory, Microsoft Azure, Windows Server 2008/2012/2016/2019/2022, Windows 10/11, VMware and vSphere required. Experience with the current Hewlett-Packard Enterprise line of servers and enterprise SAN equipment, Veeam Backup and Replication, HPE OneView or other system management software is highly desired. Experience with enterprise server applications (ie: SQL Server, IIS, Exchange, SharePoint) is desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent verbal and written communication skills
- Excellent documentation skills
- Experience with Active Directory, Microsoft Azure, Windows Server 2008/2012/2016/2019/2022, Windows 10/11, VMware and vSphere
- Self-motivated with demonstrated ability to perform with minimal direction, using sound judgment and creativity in solving technical problems. Provides proper advice and recommendations to management and employees at all levels
- Excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems
- Ability to work effectively in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Must possess a thorough knowledge of data processing concepts, client server technology, electronic mail, fax servers, communication servers, and database servers
- Demonstrated team player, with ability to share responsibility and communicate effectively with team members
- Configuration and maintenance of certificate authorities is a plus

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Microsoft Azure, MCITP, MCSA, MCSE or VMware certification is desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision or direction, substantial latitude in initiative, judgment
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.
- Provide coverage for, or performs duties necessary to ensure the Authority's normal operating schedule

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APPROVAL SIGNATURES:

Immediate Supervisor	Date	Manager, IT Infrastructure	Date
Assistant Vice President, IT	Date	Interim – Vice President, IT	Date
Vice President, Human Resources	Date		

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

System Administrator (Windows)

Department: Information Technology

Date: March 14, 2024

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	3
Chemicals					X	3
Insects					X	3
Heights, Confined Areas					X	3
Excessive Noise					X	3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Assistant Vice President, IT Date

Interim – Vice President, IT Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

System Administrator (Linux)

Department: Information Technology | Date: March 14, 2019

Title of Immediate Supervisor: Assistant Manager, Systems Administration | Pay Level: L28

POSITION SUMMARY: Implement, support, troubleshoot and manage all Linux based systems for the Authority. Include many facets of server and storage design, installation, management and security. Play a key role in the continued development and management of the server and storage infrastructure. Combine hands-on maintenance and system architecture design. Support a mid-sized LAN in a campus design. Provide administration and support for the server environment, including Linux, VMWare virtual infrastructure, etc.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Establish and maintain the security and integrity of the servers and storage.
- Coordinate the installation, relocation, maintenance, and repair of network servers, network interface hardware, peripheral equipment, printers, plotters, removable storage, scanners
- Monitor the system management console for error conditions. Perform all functions related to the configuration and maintenance of the server management software.
- Perform user maintenance including adds, changes and deletions as necessary and according to established guidelines.
- Establish, schedule and monitor all systems backups and reviews related logs.
- Enforce and assist in establishing security policies for system use. Monitor systems for illegal or unauthorized software installation. Establish and keeps current computer virus protection on the network serves and nodes.
- Establish and regulate server disk space allocation and utilization by users. Coordinate and resolve system usage conflict between critical applications and/or peak hour conditions. Perform system tuning and optimization.
- Review emerging technologies and standards. Develop prototype demonstrations of promising, cost-effective and efficient new applications. Maintain a current knowledge of developments in both hardware and software to ensure that upgrades and installations are performed as efficiently as possible, including all relevant adjustments to system configuration, memory management, and other companion products.
- Establish the cataloging of installed equipment, software, repairs, maintenance and upgrades of server hardware and storage components. Prepare analytical reports and makes refurbishment recommendation based upon this historical inventory.
- Monitor software licensing usage to avoid violations of licensing agreements and violations of copyright laws.
- Implements security in accordance with established policies.
- Coordinate access by users to the Internet. Require compliance in the security of Authority networks and servers connected to the Internet.
- Adjust work schedule to include working late evenings and/or weekends when outage requirements dictate.
- Collaborate with management in the preparation of the Information Systems budget.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science or related field and five (5) years experience in the administration of a medium to large corporate network to include high level experience in server application, installation and configuration, or an equivalent combination of education, training, and experience Experience with current various Linux server OS (RedHat, Oracle, etc), Windows 7/8/10 and server applications (e.g. Oracle/Apache) required. Experience with the current Hewlett-Packard Enterprise line of servers and enterprise SAN equipment; CA Arcserve UDP; HP Openview, System Insight Manager or other system management software, is highly desirable. Some experience with VM Ware, Public Key Infrastructure, Blade Servers, and Storage Area Network environment desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent verbal and written communication skills
- Excellent documentation skills
- Self-motivated with demonstrated ability to perform with minimal direction, using sound judgment and creativity in solving technical problems. Provide proper advice and recommendations to management and employees at all levels
- Excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems
- Ability to work effectively in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Must possess a thorough knowledge of information technology concepts, client server technology, electronic mail, communication servers, and database servers
- Configuration and maintenance of certificate authorities is a plus
- Willing to work in other functional areas when workload fluctuates
- Demonstrated team player, with ability to share responsibility and communicate effectively with team members
- Ability to effectively collaborate with Oracle database administrators and consultants

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Microsoft MCITP, Linux or VMWare certification is desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with little supervision or direction, substantial latitude in initiative, judgment
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.
- Provide coverage for, or performs duties necessary to ensure the Authority's normal operating schedule

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Chief Information Technology	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt
EEO Category: Professionals
Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

System Administrator (Linux)

Department: Information Technology

Date: March 14, 2019

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X	2
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping					X	2
Pushing, Pulling and/or Digging					X	2
Reaching over head					X	2
Kneeling, Crawling					X	2
Climbing (ladders, stairs, hills)					X	2
Typing/CRT (attention to detail)		X				3
Speaking & Hearing			X			3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	3
Chemicals					X	3
Insects					X	3
Heights, Confined Areas					X	3
Excessive Noise					X	3
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Information Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

System Administrator (IPT)

Department: Information Technology | Date: December 7, 2022

Title of Immediate Supervisor: Assistant Manager, Communications Systems | Pay Level: L28

POSITION SUMMARY: Responsible for the design, deployment and overall operations of Communications Systems solutions. Responsible for oversight of the IP Telephony systems, specialized applications and other systems supporting Unified Communications business functions of the Authority's Shared Tenant Services.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not routinely listed in job descriptions, but are also an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Closely works with IT teams and designated groups in the development and implementation of telephony based business solutions.
- Serve as a lead on tasks as assigned.
- Establish schedules and documentation including support processes and operating procedures.
- Administer the Avaya Admin Systems to provide effective support and service for the Airport's operations.
- Manage software release plans and schedules for Unified Communications solutions.
- Maintain standards for Unified Communications solutions.
- Enforce adherence to all change control and software release / patch management processes.
- Assist in developing strategies, selecting plans and developing new unified communication technologies.
- Second/Third level Communication Systems Service resolution and third tier support for work order activities.
- Support systems development in applications such as Interactive Voice Response (IVR) Systems.
- Adhere to IT Change Management governance model, and confirm that the design and selection of new solutions are in alignment with IT strategies and policies.
- Remain current with developments in the field of Unified Communications.
- Perform both systems analysis and programming as well as technical assistance.
- Analyze the organization's present communications arrangements and develop and demonstrate types of services that should be considered to meet their needs.
- Oversee traffic studies and analyzes to confirm the network is operating at its optimum capacity, optimal performance of telephone equipment, and optimal configurations of voice infrastructure and routing.
- Perform Administrator functions of all Communication Systems Servers.
- Provide support to customers and lower-tier technical staff with complex or difficult problems relating to unified communications features including VoIP, Messaging, Audio Conferencing, Video Conferencing, Presence, Collaboration, Interactive Voice Response and SIP Trunking.
- Encourage and facilitate the use of unified communications and collaboration technologies.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science or a related field and three (3) years of experience including broadly based, progressive experience in a large telephony environment, experience in Internet Protocol (IP) Telecommunications support role, and experience in VoIP technologies, Avaya. An equivalent combination of education, training and experience will be considered. Experience with VoIP and Unified Communications systems required. Understanding of accounting practices desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent analytical skills related to the job functions and requirements
- Proficient in IP Telephony and the integration of Enterprise data and Telecom Networks
- Knowledge of Avaya business communication solutions
    - Avaya Session Manager and SIP registration
    - Avaya Session Manager/SIP integrations to 3rd party applications
    - Extensive knowledge of Avaya Session Border Controller, Encryption and Remote Worker
    - ISDN and T1 protocols along with SIP trunking from carrier
    - SIP endpoints and SIP internal trunking and other VoIP protocols such as H.323
    - Session Border Controller, Session Manager and Communications Manager routing and dial plans
- Knowledge of Linux
- Knowledge of IP protocol configurations in Networked [Ethernet] environment
- Experience extending enterprise voice and video solutions on mobile and tablet devices
- Solid understanding of computer networking, information technology and unified communications
- Excellent and professional oral and written communication
- Must be able to work independently on projects from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and prioritizing as needed
- Demonstrated ability to deal professionally and effectively with internal and external customers
- Must operate as a leader for all customer facing collaboration technology efforts
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Related certification desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

- Work independently with minimal supervision or direction
- Independent judgment for complex technical issues is critical and required routinely on a daily basis.
- Self-motivated individual who can perform with minimal direction; provides proper advice and recommendations to managers and employees at all levels

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who is employed in the position. Other duties, responsibilities or activities may be assigned or may change at any time with or without notice. The Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor	Date	Department Manager	Date
Department Director	Date	Director, Human Resources	Date

FLSA: Exempt
EEO Category: Professionals

Shift Premium: N/A
Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

System Administrator (IPT)

Department: Information Technology Date: December 7, 2022

In the spaces below, please identify the frequency and importance of each physical requirement and working condition for this job. Please include additional requirements as needed.

Frequency		Importance
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all
Occasional:	6-20% (1-2 hours per 8 hour day)	
Rare:	0-5% (Less than 1 hour per 8 hour day)	

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	1
Typing/CRT (attention to detail)		X				3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle				X		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Department Director Date

Human Resources - Compensation Date