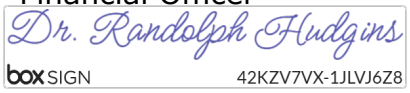

JOB DESCRIPTION

Job Title: Access Control Specialist

Date: September 15, 2017

Department: Security

Grade/Level: Non-exempt, L16
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Assistant Manager, Access Control

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POSITION SUMMARY: In compliance with Transportation Security Administration (TSA) regulatory standards, provide a variety of reporting, reconciliation, audits and invoicing support. Maintain safety/security violations, key and application data in the SAFE system. Assist authorized signers and company representatives with any access related questions and concerns. Point of contact for assigned computer systems (Transportation Security Clearinghouse (TSC), Fingerprint Results Distribution Center (FPRD), etc.). Provide appropriate access for contracted personnel. Assists Technician staff as needed.

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.*

- Prepare a variety of financial reports, credit memos, charge backs and invoices per policy.
- Process transfers of TSA clearinghouse funds; complete monthly reconciliation and wire transfer.
- Reconcile identification media and keys; invoice customers for unreturned media, maintain appropriate records.
- Update SAFE system with Criminal History Records Check (CHRC), Security Threat Assessment (STA), and Fingerprint Record Database (FPRD) records; follow up, research and resolve errors; compare results to disqualifying crimes list and GOAA standards to recommend eligibility for a GOAA badge.
- Review contracts from all companies operating at the airport and assign the appropriate level of access for their staff; set up in SAFE system accordingly. Facilitate changes based on contract amendments.
- Process and maintain safety/security violations, key and application data in the SAFE system.
- Assist authorized signers and company representatives with any access related questions and concerns; provide access and assist with the use of computer based training equipment, the Authorized Signatory portal and any other access media related systems.
- Perform daily cash handling responsibilities; daily collection of cash/checks and reconciliation of the deposit for finance, preparation of cash deposit slip
- Analyze and reconcile accounts to maintain accuracy, and discrepancies are cleared; obtain missing information and/or documentation
- Activate and deactivate identification media in the SAFE system
- Prepare audits and periodic reports as assigned (Customs and Border Protection (CBP) seals, identification media, key, over 30 day, etc.); research and resolve any discrepancies/issues.
- Maintain proficiency in a variety of specialty software utilized by Access Control (TSC, FPRD, Crossmatch, SAFE, etc.); may have assigned responsibilities in specific systems, but must be able to serve as back-up for all as needed.
- Serve as a department liaison for access control systems; preform validation test; work with IT and system vendors to resolve system error, conversion and upgrade activities.
- Maintain supply inventory for Access Control and Lockshop.
- Assist Access Control Technician staff as needed with entering data, preparing and issuing access control media, processing fingerprints and assisting customers.
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

High School graduate, with four (4) years of administrative experience that includes generating and reconciling reports, invoicing, and cash handling, or an equivalent combination of education, training and experience. Associate Degree in Business Administration or Accounting preferred.

SPECIAL KNOWLEDGE, SKILL, OR ABILITIES:

- Airport Certified Employee (ACE) - Trusted Agent
- Must be proficient in the Windows and Microsoft Word environments
- Must be able to type 40 cwpm
- Ability to effectively and professionally resolve conflicts with Authority staff, contracted staff, tenants and Airport guests
- Must possess strong customer relations skills
- Must have the ability to work effectively under time constraints and in stressful situations
- Must be able to prioritize work to meet deadlines
- Must have good oral and written communication skills
- Technology skills to work effectively with a variety of software/systems required, Oracle proficiency preferred

LICENSES/CERTIFICATIONS REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES:

- None

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

- Without supervision, must be able to validate, reconcile and accurately examine applications and other correspondence to determine if the information sufficiently qualifies a person to receive access control media which would allow *unescorted* access to secure areas of the airport.
- Must be able to prioritize daily workload.
- Must be able to assist Law Enforcement agencies and other departments in investigative matters.
- Exercises considerable independence under general supervision.
- Makes independent decisions following established guidelines/procedures.

APPROVAL SIGNATURES:

Yanitza M Lopez
Immediate Supervisor
9/19/17
Date

Manager
9/19/17
Date

Department Director
9/19/17
Date

Kathy Bard
Sr. Director, Human Resources & Risk Mgmt
10-3-17
Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Access Control Specialist
Department Security

Date September 15, 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. __ 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							

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:

Yanitza M. Lopez
Immediate Supervisor

9/19/17
Date

Department Director

9-19-17
Date

JOB DESCRIPTION

Job Title: Access Control Technician

Date: September 15, 2017

Department: Security

Grade/Level: Non-exempt, L14
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Supervisor, Access Control

POSITION SUMMARY: Issue access control media in accordance with 49 CFR 1542 requirements and TSA directives. Maintain files and reports, and collect appropriate fees. Provide excellent customer service in a high volume, high stress office environment.

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 application request for completeness, proper signature authority and date. Verify identity, work authorization and citizenship through required forms of identification; verify contract data, successful completion of required training courses, and US Customs approvals.
- Enter data into the access control system, prepare and issue access control media
- Verify Security Threat Assessment (STA) and Criminal History Records Checks (CHRC) are complete and in a "Pass" status prior to ID media issuance
- Collect fees associated with access control media
- Capture and transmit employee photo, electronic fingerprint and biometric data to the Transportation Security Clearinghouse (TSC)
- Issue keys and AOA Vehicle Decals for entire airport community
- Maintain confidentiality of personal and criminal records related to badge issuance
- Issue receipts for returned access control media and updates access control systems
- Serve as liaison between Access Control Office and Authorized Signatory community
- Assist customers with all manner of ID media questions and concerns
- Help resolve conflicts between badge applicants and the regulatory requirements and processes necessary for badge issuance
- Generate a variety of related reports as assigned
- Prepare and maintain files for each individual and employers of the airport community
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

High School graduate and three (3) years of general office experience, or an equivalent combination of education, training and experience. Experience must include cash handling and customer service responsibilities. Familiarity with fingerprinting and I-9, 49 CFR 1542, and other identity documents/forms preferred.

SPECIAL KNOWLEDGE, SKILL, OR ABILITIES:

- Airport Certified Employee (ACE) - Trusted Agent
- Ability to accurately enter data into computerized forms required; familiarity with Windows and Microsoft Word environments preferred
- Must be able to type 25 cwpm
- Must possess strong customer relations skills
- 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 have good oral and written communication skills; proficiency in English required, multi-lingual skills preferred
- Demonstrated strong attention to detail
- Demonstrated ability to maintain confidentiality

LICENSES/CERTIFICATIONS REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES:

- None

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

- Must be able to examine application forms and other documents to determine if the information sufficiently qualifies a person to receive access control media
- Works under general supervision and direction, with limited independence
- Makes routine decisions within established guidelines

APPROVAL SIGNATURES:

Immediate Supervisor — Date 9·19·17

Department Manager — Date 9/19/17

Department Director — Date 9-19-17

Senior Director, Human Resources & Risk Mgmt — Date 10-3-17

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Access Control Technician
Department Security

Date September 15, 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. __ 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							

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 – Ability to handle confrontational and/or stressful situations			X			3
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computer, copier, fax, etc.)	X					3
Electronic Fingerprint device		X				3

Supervisor Comments:

Immediate Supervisor

9-19-17
Date

Department Director

9-19-17
Date

Accounting Intern

Department: Finance

Date: June 20, 2025

Title of Immediate Supervisor: Assistant Vice President, Finance

Pay Level: T2

POSITION SUMMARY: Perform professional accounting duties by creating and maintaining accounting records, and preparing schedules and journal entries, ensuring compliance with established policies and procedures, and supporting 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:*

- Prepare a periodic accounting report, reconciling related general ledger accounts, and preparing schedules and journal entries ensuring compliance with established policies and procedures.
- Assist with documenting internal standard operating procedures
- Assist with research for accounts receivable, accounts payable, budget or general ledger transactions or data
- Support the Finance Department
- Performing other duties as assigned

MINIMUM QUALIFICATIONS:

- Accounting major in senior year of studies
- Actively enrolled and in good standings in college

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to become familiar with database entry
- Exhibit a basic understanding of accounting and finance concepts
- Research and analytical skills; meticulous attention to detail
- Knowledge of MS Office or similar software required
- Ability to handle multiple responsibilities in a variety of financial areas
- Ability to understand and carry out complex orally, and in writing
- Strong interpersonal skills: ability to establish and maintain effective working relationships with employees and outside entities

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately None

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

- Must be able to determine when additional follow up or analysis is needed, as well as when supervisor assistance is needed.

- Prioritizing own daily and monthly 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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Elsie Alfonso
box SIGN 1V7XJL5P-1JLVJ6Z8 Sep 15, 2025
Immediate Supervisor Date

Marie Dennis
box SIGN 4K3W5KW4-1JLVJ6Z8 Sep 15, 2025
Deputy Chief, Financial Officer Date

Kathleen M. Sharman, CFO
box SIGN 4KL67561-1JLVJ6Z8 Sep 15, 2025
Chief Financial Officer Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-1JLVJ6Z8 Sep 16, 2025
Chief Administrative Officer Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Manager Hours: N/A

Shift Premium: N/A

Rotating Shift: N/A

Accounting Intern

Department: Finance Date: June 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		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:

Elsie Alfonso
box SIGN 1V7XJL5P-1JLVJ6Z8
Sep 15, 2025
Immediate Supervisor Date

Allison Duncan
box SIGN 19YY2YPV-1JLVJ6Z8
Jun 23, 2025
Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Accounts Payable (AP) Financial Analyst — Date: March 9, 2017

Department: Finance — Grade/Level: Exempt; L23

Title of Immediate Supervisor: Supervisor, Accounts Payable

POSITION SUMMARY: Perform financial analysis of general ledger and payables transactions. Prepare journal entries and reconciliations. Perform the monthly, quarterly and annual variance analyses and prepare related explanations. Prepare month-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.*

- Perform monthly, quarterly and annual financial analysis, including but not limited to, expense and accrual fluctuation analysis, expense trend analysis.
- Review and prepare month-end and year-end accruals, reports, schedules and notes.
- Review and verify payables electronic fund transfers and requests for payments for GOAA internal bank accounts and external vendors.
- Perform research and resolution of payables issues/discrepancies; collect and analyze information, interpret and report on the findings; prepare corrections if necessary.
- Prepare reconciliations and related journal entries including but not limited to Prepaids, Interfunds, Worker's Compensation, Compensated Absences, Health Care Cost and others as assigned.
- Prepare Fingerprinting and Security Threat Assessment account reconciliations; research and analyze discrepancies between the Security Management system transactions and the third-party processor charges.
- Maintain outstanding checks to adhere to escheat property laws, prepare outstanding check letters and initiate the escheat filing each year.
- Monitor 1099 vendors and correct duplicate suppliers in Oracle; initiate annual 1099 filing.
- Assist the Supervisor with implementing accounts payables system upgrades and migrations.
- Serve as team lead on special projects as assigned.
- Serve as back up Payables staff.
- Perform other duties as assigned.

EDUCATION I EXPERIENCE REQUIREMENTS:

Bachelor degree in Accounting and four (4) years general ledger and accounts payable experience, or an equivalent combination of education, training and experience. Extensive experience with Oracle Accounts Payable and General Ledger or other financial applications software preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Strong technical accounting and analytical skills
- Strong knowledge of accounts payable/1099 reporting
- Advanced skills in Microsoft Word and Excel
- 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:

- 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.)*

- 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:

	3/14/17
Immediate Supervisor	Date
Andrea Harper	3-15-17
Manager, Finance	Date
Marie Dennis	3-15-17
Assistant Director	Date
Cam LHeureux	3/20/17
Department Director	Date
DWS Kathy E Bond	3-24-17
Senior Director, Human Resources & Risk Management	Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Accounts Payable Financial Analyst
Department Finance
Date March 9, 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	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**
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

Pam LHeureux 3/23/17
Immediate Supervisor Date

Pam LHeureux 3/23/17
Director Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Accounts Payable Specialist

Department: Finance

Date: July 26, 2018

Title of Immediate Supervisor: Supervisor, Accounts Payable

Pay Level: L17

POSITION SUMMARY: Responsible for processing invoices for payment in Oracle Payables after review for mathematical accuracy and pertinent supporting documentation; matching invoices to receipts and purchase orders, coordinating invoice discrepancy resolution. Perform professional accounting duties by creating and maintaining accounting records, preparing periodic accounting reports, monitoring and recording month-end accruals, reconciling related general ledger accounts, and preparing schedules and journal entries, maintaining compliance with established policies and procedures, and supporting the Supervisor, 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:*

- Review invoices for proper authorization, mathematical accuracy, existence of pertinent and proper documentation, and compliance with contract terms, approved budget expenditures and Authority policies and procedures.
- Analyze multipart invoices to determine proper match of charges to multiple distributions during invoice batch entry.
- Enter invoice batches into the Oracle system in a high-volume environment, in an accurate and timely manner to comply with payment statutes controlling governmental entities.
- Balance invoice batches reports for weekly check runs, preliminary check registers and related reports.
- Analyze and reconcile vendor accounts to confirm invoices are paid on a timely basis, finance charges are avoided, discounts taken, and discrepancies are cleared; obtain missing invoices and documentation from other departments or vendors.
- Analyze uninvoiced receipt report and expenditure reports to determine proper processing of purchase orders and receipts; request approval copies or partial receiving reports, as needed.
- Assist and maintain communication with Purchasing Agents, FinApps and department representatives to follow up and resolve invoice discrepancies and application issues; provide answers to questions about the proper general ledger charge codes; and copy certain payments for other departments upon request.
- Prepare weekly status reports for invoices on hold due to discrepancies.
- Prepare the monthly expenditure analysis reports and any related journal entries required to adjust, correct, and update the general ledger.
- Assist with monthly and year-end closing activities; prepare periodic schedules, reconciliations, accrual/prepaid expenses and journal entries as directed to maintain accurate financial data.
- Support management and other departments by providing expenditure and payable research and analysis.
- Assist other areas in Accounts Payable Department as directed, which may include preparation of the filing of 1099, escheat/unclaimed property and quarterly fuel tax credit.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Accounting or related field and two (2) years related accounts payable experience on computerized systems, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Meticulous attention to detail

- Knowledge of Microsoft Office and computerized accounting program required; Oracle Financial System experience preferred
- Ability to handle multiple responsibilities with various financial areas
- 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:

- 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)*

- Exercises considerable independence under general supervision
- Make independent decisions following established guidelines/procedures
- Determine when contact is to be made with vendors and other departments in effort to issue payments within general terms.
- Prioritize own daily and monthly 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:

Cita Persaud	8/2/18	Andrea Harper	8-2-18
Immediate Supervisor	Date	Department Manager	Date
Marie Dennard	8/2/18	Pam LeHeneaux	8/2/18
Assistant Director	Date	Department Director	Date
Lauren M. Shannon	8/14/18	Kathy Bond	8/23/18
Chief Financial Officer	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

Accounts Payable Specialist

Department: Finance

Date: July 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	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
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**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3

SUPERVISOR COMMENTS:

8/2/18

Immediate Supervisor Date

Lauren M. Sharman 8/8/18

Chief Financial Officer Date

9/4/18

Human Resources - Compensation Date

Job Description

Accounts Payable Specialist (Construction)

Department: Finance

Date: August 14, 2018

Title of Immediate Supervisor: Supervisor, Construction Accounting

Pay Level: L17

POSITION SUMMARY: Process construction and other invoices for payment after review for mathematical accuracy and existence of documentation; match invoices to purchase orders, coordinate invoice discrepancy resolution; generate disbursement checks and log invoices into Oracle Payables. Perform professional accounting duties by creating and maintaining accounting records, preparing periodic accounting reports, maintaining compliance with established policies and procedures, and supporting Construction Grants and Accounting and 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:*

- Analyze multipart invoices to determine proper match of charges to multiple distributions for invoice batch entry.
- Enter invoices batches into the Oracle system in a high-volume environment, in an accurate and timely manner to comply with payment statutes controlling governmental entities.
- Balance invoice batches reports for weekly check runs and related reports.
- Reconcile retainage payable accounts and recommend release of retainage.
- Prepare requisitions to draw funds from the trustee bank to reimburse expenditures from bond proceeds; complete interfund journal entries and related wires for trustee draws.
- Assist and maintain communication with Purchasing, Projects Control, and Financial Consultants to follow up and resolve invoice discrepancies.
- Support management and other departments by providing expenditure and payables research.
- Review Committee Pre-Agenda items and supporting reports and schedules; identify any discrepancies, incomplete information, etc. and advise management.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Accounting or a closely related field and two (2) years related payables experience on computerized accounting systems; or an equivalent combination of closely related education, training and experience. Processing construction pay applications preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of MS Word and Excel required
- Experience with Oracle Financials preferred
- Meticulous attention to detail
- Ability to communicate clearly and effectively, both orally and in writing
- Must have the ability to handle multiple responsibilities with various financial areas
- Ability to establish and maintain effective working relationships and to deal tactfully and courteously with employees, consultants and 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)*

- Exercise considerable independence under general supervision
- Make independent decisions following established guidelines/procedures
- Notify vendors and project managers of items considered inappropriate or insufficiently supported.
- Prioritize own daily and monthly 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:

	8/23/18		8/23/18
Immediate Supervisor	Date	Department Manager	Date
	8/23/18	Pam LaHeureux	8/23/18
Department Assistant Director	Date	Department Director	Date
Lauren M	8/28/18	Kathy Bond	8/31/18
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

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FLSA: Non-Exempt

EEO Category: Paraprofessionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Accounts Payable Specialist (Construction)

Department: Finance

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	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
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:

8/23/18

Immediate Supervisor Date

Pam LHeureux 8/23/18

Department Director Date

Cathy Viane 9/4/18

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Administrative Assistant

Department: Airport Operations - Landside Division

Date: March 10, 2021

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

Pay Level: L14

POSITION SUMMARY: Provide administrative support, including payroll functions, to the Landside Division department. Assist employees with and process/track all Human Resources related documentation such as status changes and leaves of absence (medical, Worker's Compensation, vacation, FMLA, etc.). Assist in tracking and monitoring associated budgets. Records management for 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:*

- Provide administrative support to the Assistant Director, Airport Operations – Landside 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.
- Serve as the department payroll coordinator to monitor, review, and verify system data in accordance with policies and procedures for supervisor review and approval. Updating employee seniority lists, employee vacation bid, and preparation of management reports. Prepare and maintain attendance tracking reports.
- Process and track all Human Resources related documentation such as leaves of absence, Worker's Compensation, STD, FMLA, etc. Coordinate with Human Resources on relevant staff member benefits issues.
- Responsible for Oracle procurement process from requisition through payment, appropriately utilizing requisitions, direct pays, fund releases, purchase orders, etc. Complete, process, and maintain all related documents. Complete procurement card purchases for office and operating supplies.
- Coordinate the Division Uniform Program to include fitting, ordering, payment, receiving, and return of uniforms.
- Coordinate enrollment of training, and development courses for Division staff members.
- Coordinate attendance of Division staff members at traffic related court appearances.
- Serve as the Division records coordinator and facilitate Division public record requests. Organize administrative projects and special events, and process procurement of materials and supplies.
- Assist the Department Management with fiscal year budget submissions utilizing prescribed budget software. Prepare and maintain cost control tracking reports for senior staff review.
- Maintain and update seniority lists and staff member department files.
- Manage the Department's Outlook groups and Operations Activity Report access.
- Produce correspondence, coordinate meetings, prepare/distribute meeting minutes, and maintain office file systems.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate and three (3) years administrative or office management experience in an area related to Operations or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong oral and written communications skills, and friendly customer service skills
- Proficiency in Microsoft Office (Word, Outlook, Excel, Access, and PowerPoint) required.
- Experience in Oracle or similar accounting system desired.
- Demonstrated skill to organize and prioritize work

- Ability to handle multiple tasks and pay close attention to detail
- Ability to work with confidential and sensitive information
- Ability to type 40 CWPM

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 limited independence under general supervision
- Makes independent decisions following established guidelines / procedures
- Sets 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:

3-15-21
Immediate Supervisor Date

MAR 15, 2021
Department Director Date

03-15-2021
Department Senior Director Date

Kathy E Bond 3-25-2021
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

Administrative Assistant

Department: Airport Operations – Landside Division

Date: March 10, 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	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:

3-16-21
Immediate Supervisor Date

MAGriffe MAR 15, 2021
Department Director Date

3/19/21
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Administrative Assistant

Department: Airline Division

Date: May 4, 2018

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

Pay Level: L14

POSITION SUMMARY: Provide administrative support including payroll functions to the Airline Division, Waste Management, and BHS/GSE department. Monitor inventory and procure items used by the airlines utilizing common use terminal equipment (CUTE) to include boarding pass stock, baggage tags, printer paper, and printer ribbons. Track CUTE usage to ensure proper stock levels. Assist employees with and process/track all Human Resources related documentation such as status changes and leaves of absence (medical, OJI, Worker's Compensation, vacation, FMLA, etc.). Assist in tracking and monitoring associated budgets. Records management for 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:*

- Provide administrative support to the Airline Division, Waste Management, and BHS/GSE department.
- Serve as the Airline Division, Waste Management, and BHS/GSE department payroll clerk, monitoring, reviewing, and verifying system data in accordance with policies and procedures for supervisor review and approval. Updating employee seniority lists, employee vacation bid, and preparation of management reports. Coordinate with the Human Resources department on relevant employee issues.
- Track usage of Common Use Terminal Equipment (CUTE). Maintain adequate supplies on hand and available for airline use. Assist Purchasing department on product bids. Coordinate equipment locations, status, and replacements with contractors.
- Responsible for Airline and BHS/GSE Division Common Use Facilities' Oracle procurement process from requisition through payment, appropriately utilizing requisitions, direct pays, fund releases, purchase orders, etc. complete, process, and maintain all related documents. Complete procurement card purchases for office and operating supplies.
- Coordinate with the Cost Control department to confirm proper allocation and utilization of funds in compliance with policies, procedures and contracts.
- Assist in monitoring department budget, confirm correct allocation of funds, and prepare related reports. Authorized procurement card user, reconcile monthly activity.
- Update and maintain documentation of policies and procedures relevant to the division.
- Records Management Coordinator - includes records retention, destruction, etc.
- Coordinate the Uniform program, including process orders, distribute and maintain records.
- Department coordinator for US Customs and Border Protection hologram seal distribution and renewals.
- Attend department's meetings; record, prepare and distribute minutes.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate and three (3) years administrative experience or an equivalent combination of education, experience and training; Associate degree and accounting experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication skills
- Knowledge of payroll procedures
- Knowledge of Word, Excel and database software;

- Experience in Oracle or similar accounting system preferred.
- Excellent organizational skills, good attention to detail and ability to work 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)*

- 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:

Robert DeBrue 06/01/2018
Immediate Supervisor Date

MGriffin JUN 26, 2018
Department Director Date

06-18-2018
Senior Director Date

DWS Kathy Bond 6/29/18
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

Administrative Assistant

Department: Airline Division

Date: May 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					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	3
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
2-Way Radio					X	1

SUPERVISOR COMMENTS:

Robert DeBrue 06/01/2018

Immediate Supervisor Date

08-19-2018

Senior Director Date

6/26/18

Human Resources - Compensation Date

Administrative Coordinator (Development Group)

Department: Air Service, Development & Marketing Date: Feb 7, 2024

Title of Immediate Supervisor: Chief Development Officer Pay Level: L23

POSITION SUMMARY: Provide Executive level administrative support to the Chief Development Officer (CDO). Perform other administrative functions within the five departments in the Development Group.

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:*

- Provide administrative support to the CDO. 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 times; run financial system reports; submit accruals and request closure of purchase orders at fiscal year-end.
- Prepare reconciliation of advertising placement and billing.
- Manage centralized procedures for tracking all documents requiring the CDO's and other executive staff's approval; coordinate with department representatives to provide complete package of documents for signatures, prioritize as needed.
- Prepare and monitor department budgets, confirm correct allocation of funds, and prepare related reports and analyses; verify contract invoices for accuracy before submitting for approval.
- Draft and review written correspondence on behalf of the Chief Development Officer and other management staff as requested.
- Provide administrative support including, but not limited to answer/screen telephone calls and direct or respond as appropriate up to level of assigned authority; maintain both physical and electronic filing systems, prepare and maintain payroll documentation, schedule meetings and process/distribute mail.
- Prioritize scheduling to assist others with calendar needs; arrange internal and external meetings and prepare meeting rooms as appropriate.
- For department related travel, research domestic and international travel and event plans. Provide travelers with a detailed travel itinerary that includes all dates, times, transportation arrangements, confirmation numbers, event reservation information and attendees. Travel can be international requiring conversion of monetary units, time zones, cultural information.
- Maintain inventory of promotional items, research and make recommendations for the procurement of new promotional items.
- Assist with airport events including inaugural flights, 'meet and greets', meetings and preparation of briefings for airline representative and others.
- Schedule and coordinate meetings with senior management, consultants, government officials, business, and industry representatives. Prepare meeting rooms and meeting packets as appropriate.
- Authorized procurement card user; reconcile monthly activity; order supplies and equipment.
- Responsible for the maintenance, storage and destruction of department records, per applicable policies and regulations, and working in conjunction with the Greater Orlando Aviation Authority's (Aviation Authority) designated records management personnel.
- Update and maintain contacts in current customer relationship management system.
- Gather a variety of information for departments as assigned. Assist with projects and maintain smooth and effective workflows.
- May include designing spreadsheets, PowerPoint presentations, etc.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree and two (2) years related administrative support experience at an executive level or an equivalent combination of education, training, and experience. Experience in municipal and/or county/state governmental agency or in a legal firm with responsible administrative experience highly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient written and verbal communication skills with excellent grammar skills and attention to detail
- Proficient in Microsoft Office programs (Word, Excel, Access, PowerPoint) and Outlook
- Strong organizational and planning skills in a fast-paced environment
- 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.
- Strong interpersonal, analytical and problem-solving skills with the ability to work effectively with diverse groups.
- Ability to determine appropriate course of action in more complex situations and have the ability to make decisions.
- Strong relationship building skills and service-oriented attitude.
- Demonstrated ability to deal professionally and effectively with high profile individuals.
- Demonstrated ability to maintain confidentiality and manage proprietary information and sensitive situations.
- Ability to multitask and change priorities as needed.
- Ability to maintain confidentiality and manage proprietary information and sensitive situations.

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LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- State of Florida Notary Public at time of hire or must be obtained within 90 days 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)*

- Work independently under general supervision performing routine and non-routine tasks with minimal supervision.
- Exercise considerable 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. Demonstrates 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:

Victoria Jaramillo
box SIGN 4YRKR268-17J8W7R8
Feb 22, 2024
Immediate Supervisor/ CDO Date

box SIGN 1V3Q39J4-17J8W7R8
Feb 23, 2024
Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VX-17J8W7R8
Feb 26, 2024
Vice President, Human Resources Date

FLSA: Exempt	**Shift Premium:** N/A
EEO Category: Administrative Support	**Rotating Shift:** N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Administrative Coordinator (Development Group)

Department: Air Service, Development & Marketing Date: Feb 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		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:

Victoria Jaramillo
box SIGN 4YRKR268-17J8W7R8
Feb 22, 2024
Immediate Supervisor/ CDO Date

box SIGN 1V3Q39J4-17J8W7R8
Feb 23, 2024
Chief Executive Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-17J8W7R8
Feb 27, 2024
Human Resources - Compensation Date

Administrative Coordinator (IT)

Department: Information Technology — Date : June 9, 2025

Immediate Supervisor: CIO, Information Technology — Pay Level: L23

POSITION SUMMARY:. Provide a variety of complex administrative support for the Director, Information Technology and Department Managers as assigned. Assist with a broad range of activities including but not limited to: coordinating interdepartmental processing and approval processes for professional services invoices, IT change management, contract/agreement documentation, vendor relations, and other departmental 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:*

- Provide administrative support to the AVP & CIO. 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 times; run financial system reports; submit accruals and request closure of purchase orders at fiscal year-end.
- Provide administrative support, including: but not limited to answering multiple department telephone extensions, developing and maintaining both physical and electronic filing systems, scheduling and coordinating meetings and calendars, processing/distributing mail, and serving as escort when needed.
- Provide a bridge for communication between the Chief Information Officer and internal departments.
- Coordinate IT Governance Council meetings as requested; schedule meeting, compile/distribute agenda and presentation materials, record minutes, task instructions and follow-up, maintain minutes/documentation, etc. Coordinate the schedule for deliverables.
- Process IT Professional Services invoices; verify invoice amounts against applicable contract/agreement; distribute and monitor approval workflow; coordinate invoice processing with Finance.
- Coordinate weekly IT Change Management Review group meetings; manage calendar, record minutes, and updating events as needed.
- Prepare staff training documentation for approval process with Director. Coordinate travel schedules and arrangements; reconcile, prepare and submit travel expense reports.
- Organize and maintain contract/agreement files for multiple ongoing programs and activities. Track and verify completeness of files as required.
- Designated by the Director as the single point of contact department coordinator for the processing and approval of internal communications, reports and presentations, contracts, and agreements. Track document progress and update department staff as needed.
- Maintain office supplies, office equipment, and other purchased items; distribute as needed. Verify equipment is in good operating order; submit and track work orders, and coordinate with vendor when repairs are required.

- Provide a variety of project assistance to AVP and CIOand management staff. 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.
- Perform other duties as assigned.
- Authorized procurement card user; reconcile monthly activity; order supplies and equipment.
- Serve as a Coordinator for Customs and Border Patrol (CBP) security seals, verify applications and supporting documents for accuracy, serve as the liaison between CBP and GOAA IT employee.
- Draft and review written correspondence on behalf of the Chief Information Officer, Vice President of Airport IT, and other management staff as requested. Draft Board items, customer service related correspondence, and correspondence to both internal and external agencies.

MINIMUM QUALIFICATIONS:

Associate degree in Business Administration or a related field and two (2) years experience in a high level administrative support environment, or an equivalent combination of education, training, and experience. Experience with technical administrative support preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Typing minimum - 50 cwpm
- Excellent and professional oral and written communication in English including grammar and punctuation skills required
- Advanced organizational skills required
- Demonstrated administrative skills and attention to detail
- Intermediate computer skills and proficient in Microsoft Office programs.
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to interact effectively with employees, various departments and other individuals
- Demonstrated ability to maintain confidentiality and manage proprietary information and sensitive situations
- Demonstrated ability to work 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 exercise independence and make decisions)*

- Exercise considerable independence under general supervision
- Make independent decisions following established guidelines/procedures

- Has latitude to use independent judgment concerning normal daily routines, such as paying small invoices, ordering office supplies, scheduling meetings, and other duties
- 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:

Chief Information Officer Date

Chief Administrative Officer Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Administrative Coordinator (IT)

Department: Information Technology Date: June 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		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:						

Chief Information Officer Date

Human Resources – Compensation Date

Administrative Coordinator (Planning & Environmental)

Department: Planning & Environmental | Date: March 15, 2024

Title of Immediate Supervisor: Senior Vice President, Planning & Environmental | Pay Level: L23

POSITION SUMMARY: Responsible for the day-to-day project support and coordination for the planning and environmental departments including administrative support. Assist senior management and department managers 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:*

- Coordinate internal and external Multi-Modal Planning and Environmental department projects in coordination with other departments and/or organizations. Prioritize conflicting needs; handle matters expeditiously, proactively, and follow through on projects to successful completion, often with deadline pressures.
- Provide analytical and specialized administrative support and/or assist with complex details and advanced administrative duties; manage an extremely active calendar of appointments.
- Research and develop complex reports, spreadsheets, presentations, etc. for special projects/assignments including meeting presentations. Often requires compiling and evaluating data from multiple sources into presentations or reports; researching information using independently evaluated sources. Provide frequent support to management on special projects.
- Research, prioritize, and follow up on incoming issues and concerns addressed to the department, including those of a sensitive or confidential nature. Evaluate and report to department leadership appropriate course of action, referral, or response; gather and analyze information required for review.
- Serve as a primary department contact for 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; run financial system reports; submit accruals and request closure of purchase orders at fiscal year-end.
- Authorized procurement card user; reconcile monthly activity; order supplies and equipment.
- Assist with the implementation of capital programs, researching objectives and coordination of annual budget request including attending related meetings, preparing reports, etc.
- Administer and track allocation of capital and O&M funds; perform interim project cost updates for amounts paid/awarded and project cost/funding analysis as requested, and research items as necessary.
- Serve as department Payroll Clerk; confirming payroll data, compliance with policies and prepare documentation for bi-weekly submittal; maintain all supporting documentation.
- Coordinate travel schedules and arrangements; reconcile, prepare, and submit travel expense reports.
- Responsible for the maintenance, storage, and destruction of department records, per applicable policies and regulations, and working in conjunction with the Greater Orlando Aviation Authority's (Aviation Authority) designated records management personnel.
- Manage Box website and department SharePoint site which include maintaining permission level(s), analyzing processes and data/file structures to maximize effective use of sites.
- Manage office equipment lease agreements, including maintenance agreements, for leased equipment.
- Monitor and order supplies; coordinate technology and facility work orders for department.
- Draft and review written correspondence on behalf of the Senior Vice President of Planning and Environmental and other management staff as requested.
- Participate in meetings, taskforces, and workgroups both internally and externally on behalf of the department.
- Evaluate and assist in developing office policies and procedures for improved workflow and anticipate future needs as organization grows.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate's degree and three (3) years' experience related to project management, public administration and/or executive administrative support for multiple executives or an equivalent combination of education, training and experience. Experience in an engineering/planning firm, construction company, government agency, legal firm or airport authority preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to work independently
- Project management and basic negotiation skills
- Excellent people skills required to interact with Aviation Authority staff, executives, consultants, etc.
- Proficient computer skills, with knowledge and skill in Microsoft Windows, Word, Excel and PowerPoint; experience with an electronic timekeeping system, Oracle Financial System, iPro, Box preferred
- Typing 50 CWPM, transcription skills using a recorder or speed writing skills
- Advanced organizational skills, attention to detail and administrative skills
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Demonstrated ability to work with confidential information and executive level matters
- Ability to read and interpret contracts and agreements
- Excellent oral and written communications skills in English including grammar and punctuation skills required.

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 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:

Brad Friel
box SIGN 4P956381-4PZ6JKXK
Apr 10, 2024
Immediate Supervisor Date

box SIGN 4Q8XW3KX-4PZ6JKXK
Apr 10, 2024
Chief Operating Officer Date

Randy Hudgins
box SIGN 42KZV7VX-4PZ6JKXK
Apr 10, 2024
Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Administrative Coordinator (Planning & Environmental)

Department: Planning & Environmental Date: March 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				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		X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Brad Friel
box SIGN 4P956381-4PZ6JKXK
Apr 10, 2024
Immediate Supervisor Date

box SIGN 4Q8XW3KX-4PZ6JKXK
Apr 10, 2024
Chief Operating Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-4PZ6JKXK
Apr 10, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Administrative Coordinator (Concessions & Real Estate)

Department: Concessions and Real Estate Date: September 18, 2024

Title of Immediate Supervisor: Vice President, Concessions & Vice President, Real Estate Pay Level: L23

POSITION SUMMARY: Responsible for the day-to-day project support and coordination for the Commercial Properties, Real Estate, and Concessions departments including administrative support. Assist senior management and department managers 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:*

- Prepare and process airline Letters of Authorization (LOA's), Operating Permits, Airline Agreements and Airline Extensions, and forward for management signature. Coordinate the execution of the documents and distribute final executed documents.
- Organize and maintain electronic contract files for each airline in compliance with the Authority's departmental procedures.
- May draft board and committee memos, presentations and other business proposals as required bymanagement.
- Scan Concessions' Requests for Proposals (RFP's) to keep and maintain the electronic version of the active companies in order to get rid of and toss the paper version. Upload electronic version to Sharepoint.
- Assist with updating of content to Greater Orland Aviation Authority (Aviation Authority) /MCO's public web site and reviewing the site to maintain the content is current and functional for both departments, Concessions and Real Estate.
- Provide analytical and specialized administrative support and/or assist with complex details and advanced administrative duties; manage an extremely active calendar of appointments.
- Serve as a primary department contact for department invoice processing via BOX to culminate in Accounts Payable for proper payment utilizing direct pays and purchase orders, etc.
- Assist all department team members with Concur in creating their travel request initially and then concluding with a final expense report to account for all related expenses during travel.
- Authorized procurement card user; reconcile monthly activity; order supplies and equipment for both departments.
- Assist with the implementation of capital programs, researching objectives and coordination of annual budget request including attending related meetings, preparing reports, etc.
- Administer and track allocation of capital and O&M funds; perform interim project cost updates for amounts paid/awarded and project cost/funding analysis as requested, and research items as necessary.
- Serve as department Payroll Clerk; confirming payroll data, compliance with policies and prepare documentation for bi-weekly submittal; maintain all supporting documentation.
- Coordinate travel schedules, conference registrations and prepare arrangements.
- Responsible for the maintenance, storage, and destruction of department records, per applicable policies and regulations, and working in conjunction with the Aviation Authority designated records management personnel.
- Manage BOX website and department SharePoint site which include maintaining permission level(s), analyzing processes and data/file structures to maximize effective use of sites.
- Manage office equipment lease agreements, including maintenance agreements, for leased equipment.
- Monitor and order supplies; coordinate technology and facility work orders for departments.
- Draft and review written correspondence on behalf of the Vice President of Concessions and Real Estate and other management staff as requested.
- Participate in meetings, taskforces, and workgroups both internally and externally on behalf of the department.
- Evaluate and assist in developing office policies and procedures for improved workflow and anticipate future needs as organization grows.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate's degree and three (3) years' experience related to project management, public administration and/or executive administrative support for multiple executives or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to work independently
- Proven executive administrative experience of over 15 years
- Project management and basic negotiation skills
- Excellent people skills required to interact with Aviation Authority staff, executives, consultants, etc.
- Proficient computer skills, with knowledge and skill in Microsoft Windows, Word, Excel and PowerPoint; experience with an electronic timekeeping system, iPro, Box and Concur.
- Typing 50 CWPM, transcription skills using a recorder or speed writing skills
- Advanced organizational skills, attention to detail, administrative skills and customer service kills
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Demonstrated ability to work with confidential information and executive level matters
- Ability to read and interpret contracts and agreements
- Excellent oral and written communication skills in English & Spanish including grammar and punctuation skills required.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Notary Public
- Valid Real Estate 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 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:

Tracy C. Harris
box SIGN 4Y6L9281-1J35XXPY
Oct 28, 2024
Vice President, Concessions Date

Jay Cassens
box SIGN 4LWZ9VQ6-1J35XXPY
Oct 28, 2024
Vice President, Real Estate Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-1J35XXPY
Oct 29, 2024
Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Administrative Coordinator (Concessions and Real Estate)

Department: Concessions & Real Estate

Date: September 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) **Very Frequent:** 51-80% (4 1/2-6 hours per 8 hourday) **Frequent:** 21-50% (2 1/2-4 hours per 8 hourday) **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	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		X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Tracy C. Harris
box SIGN 4Y6L9281-1J35XXPY
Oct 28, 2024
Vice President, Concessions Date

Jay Cassens
box SIGN 4LWZ9VQ6-1J35XXPY
Oct 28, 2024
Vice President, Real Estate Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-1J35XXPY
Oct 29, 2024
Human Resources, Compensation Date

Administrative Coordinator (Security)

Department: Security — Date : August 18, 2025

Immediate Supervisor: Vice President, Security — Pay Level: L22

POSITION SUMMARY : Responsible for day-to-day project support and coordination for the Security department, including administrative support. Assists senior management and department managers with activities, 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: phones, filing, scheduling, mail, escorting.
- Develop reports, spreadsheets, presentations; compile and evaluate data.
- Assist VP with strategic security planning and documentation.
- Coordinate travel and prepare expense reports.
- Draft correspondence and presentations.
- Use procurement card; reconcile and order supplies/equipment.
- Oversee Exempt Vehicle and Ramp Pass Program.
- Coordinate monthly meetings with airline managers, OPD, TSA, GOAA.
- Serve as CBP Coordinator for badge renewals and ID applications.
- Liaise with TSA K-9 and OPD for reimbursement programs; coordinate with Finance.
- Perform additional duties: notary, HR newsletter, fire drills, lobbyist and vending activities.
- Provide analytical and specialized administrative support.
- Manage active calendar; handle sensitive/confidential issues.
- Serve as Oracle procurement contact; manage requisitions and payments.
- Assist with capital programs and budget coordination.
- Administer capital and O&M fund allocations; perform cost analysis.
- Serve as department Payroll Clerk; ensure compliance and documentation.
- Manage department records per policy.
- Maintain Box and SharePoint sites.
- Manage office equipment leases and maintenance.
- Monitor supplies; coordinate tech and facility work orders.
- Participate in internal/external meetings and taskforces.
- Evaluate and develop office policies and procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Associate's degree + 3 years' experience in project management, public administration, or executive support (or equivalent).
- Preferred: Experience in Airport Security, government agency, legal firm, or airport authority.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Independent work capability
- Project management and negotiation skills
- Strong interpersonal skills
- Proficient in Microsoft Office; preferred: timekeeping systems, Oracle, iPro, Box
- Typing 50 CWPM; transcription/speed writing skills
- Advanced organizational and administrative skills
- Ability to multitask and prioritize
- Handle confidential/executive matters
- Read and interpret contracts
- Excellent English 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)*

- Work independently with minimal supervision
- Manage responsibilities to meet deadlines
- Assist others and answer questions
- Maintain professionalism and confidentiality under pressure

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:

Jonathan Cute
box SIGN 4W69KKV8-1JKY8322
Aug 18, 2025
Immediate Supervisor/VP
Date

box SIGN 4Q8XW3KX-1JKY8322
Aug 18, 2025
Chief Operating Officer
Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-1JKY8322
Aug 18, 2025
Chief Administrative Officer
Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Administrative Support

Rotating Shift: N/A

Manager Hours: 24

Administrative Coordinator (Security)

Department: Security Date: August 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		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		X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Jonathan Cute
box SIGN 4W69KKV8-1JKY8322
Aug 18, 2025
Immediate Supervisor/VP Date

Allison Duncan
box SIGN 19YY2YPV-1JKY8322
Aug 18, 2025
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Administrative Coordinator – Travel and Procurement Card Programs

Department: Finance | Date: February 15, 2024

Title of Immediate Supervisor: Manager, Finance Administration and Strategic Projects | Pay Level: L23

POSITION SUMMARY: Provide travel compliance for the Greater Orlando Aviation Authority (Aviation Authority) to ensure safe, comfortable, and convenient travel services of the highest quality at the lowest cost appropriate to Aviation Authority's business objectives and within Aviation Authority's policies. Perform administrative support for the Aviation Authority's Procurement Card and Travel Card Programs. Perform other administrative functions 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:*

- Administer Aviation Authority's automated travel request system by maintaining compliance and confirming travel arrangements are processed in the most economical method of travel while maintaining compliance with established travel policy and guidelines. Responsible for set-up and removal of employees from the system. Verify accuracy of information entered into the system prior to initiating workflow for approvals. Perform analytics and reporting related to Aviation Authority's travel program. Develop and facilitate training programs related to Aviation Authority's automated travel system. Provide assistance with travel requests and booking as needed.
- Assist with the development of travel policy, user-friendly procedures, and processing forms. Develop and maintain effective reporting tools. Remain current on developments within the travel industry, its regulatory environment, and trends in technology to recommend procedural improvements. Answer questions about the travel policy and process and assist with visa processing and other travel related documentation.
- Develop and facilitate Procurement Card training programs. Monitor Procurement Card activity, identify and track violations and notify supervisor, ensure compliance with policies and procedures, analyze usage patterns, and provide statistical data related to Card usage across all Aviation Authority departments.
- Administer Aviation Authority's Amazon Business Account. Set up and manage users in the system, coordinate communications related to the account, monitor usage and activity to ensure compliance with policies and procedures, and provide statistical data related to Aviation Authority's annual spend.
- Support the Manager, Finance Administration and Strategic Projects with administrative projects as needed.
- Serve as back-up to Administrative Coordinator to the Chief Financial Officer.
- Assist with records management for the department. Remain familiar with current state laws, confirm the proper destruction/storage of all documents, and appropriate record retention. Assist with public records requests for the department.
- Serve as back-up payroll coordinator for the department, reviewing and verifying system data in accordance with policies and procedures for supervisor review and approval.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration or related field and two (3) years administrative support experience providing similar function or an equivalent combination of education, training and experience. Knowledge of travel industry preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient in Microsoft office products to include Word, Excel, PowerPoint and Outlook
- Experience with travel industry related software
- Meticulous attention to detail and numerical ability
- Strong interpersonal and problem-solving skills with the ability to work effectively with diverse groups
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to determine appropriate course of action in more complex situations and have the ability to make decisions.
- 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
- Must be flexible and comfortable in a fast-paced office environment
- Proficient in oral and written communications with excellent grammar skills, exercise creativity, and maintain a positive attitude
- Ability to understand and apply policy and procedures accurately

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 decisions based on established policy
- Exercise considerable judgment within specialty area
- Verify that all procurement of travel adheres to Authority policy and applicable laws, regulations and statutory 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 Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

K. LuAnn Fisher
box SIGN 4KRYPVR1-17JZYRZ8
Mar 20, 2024
Immediate Supervisor Date

Kathleen M. Sharman, CFO
box SIGN 4KL67561-17JZYRZ8
Mar 20, 2024
Chief Financial Officer Date

Randy Hudgins
box SIGN 42KZV7VX-17JZYRZ8
Mar 22, 2024
Vice President of Human Resources Date

FLSA: Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Administrative Coordinator – Travel and Procurement Card Programs

Department: Finance

Date: February 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	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
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
GOAA/Personal Vehicle					X	2

SUPERVISOR COMMENTS:

K. LuAnn Fisher
box SIGN 4KRYPVR1-17JZYRZ8
Mar 20, 2024
Immediate Supervisor Date

Kathleen M. Sharman, CFO
box SIGN 4KL67561-17JZYRZ8
Mar 20, 2024
Chief Financial Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-17JZYRZ8
Mar 25, 2024
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Airfield Electrician II　Date: May 4, 2017

Department: Maintenance - Bargaining　Grade/Level: Non-exempt; B8

Title of Immediate Supervisor: Supervisor, Airfield Electrical

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POSITION SUMMARY: Installs, repairs and maintains electrical systems and equipment on the exterior airport property, including runways, taxiways, aprons, high mast lighting, security gates, and GOAA buildings and structures not associated with the terminal.

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.*

- Installs, operates, repairs and maintains electrical equipment, including electrical services, switch gear, emergency generators and associated transfer equipment, lighting and lighting contactors, photo controls, lighting control relay panels, electrical/electronic security gates, motor controls, airfield lighting, lighting vaults with constant current regulators, control equipment and transformers.
- Reads wiring diagrams, electrical plans and specifications.
- Responsible for staying current with all electrical codes and advanced technology maintenance practices.
- Inspects and performs regular cleaning and prescribed maintenance tasks on associated equipment.
- Responsible for staying current with all FAA Advisory Circulars.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- 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.
- Performs other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:
High school graduate and three (3) years experience in a combination of trouble shooting and repair of motor controls, high voltage electrical systems in excess of 600 volts, lighting, power systems, and associated electrical equipment, or an equivalent combination of education, training, and experience. Experience with airfield lighting computer systems desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Thorough working knowledge of electrical codes.
- Knowledge of applicable OSHA regulations and NFPA 70E standard.
- Knowledge of FAA airfield lighting regulations and guidelines desired.
- Basic knowledge of essential safety equipment and protective devices.
- Knowledge of rules, regulations, and guidelines regarding the safe utilization and operation of hand and power tools.
- Must be able to read and understand wiring diagrams, electrical drawings, and specifications.
- Must be capable of properly operating field communications equipment.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's license
- Current Journeyman Electrician competency card recognized by the State of Florida desired

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 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 judgment 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 judgment to ensure safety when working on equipment.
- 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 5-11-17

Manager — Date 5-11-17

Assistant Director — Date 5/11/17

Department Director — Date 5-15-17

Director of Human Resources — Date 6-2-17

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Airfield Electrician II
Department Maintenance

Date May 4, 2017
Section 656

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		2
	B. __ 21-50 lbs.				X		2
	C. __ 50+ 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		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		2
Chemicals					X	1
Insects			X			2
Heights, Confined Areas			X			2
Excessive Noise			X			3
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Pickup Truck		X				3
Electrician Generators			X			3
Electric Switch Gear			X			3
Constant Current Regulations		X				3
Sign Truck/Bucket Truck			X			3

Supervisor Comments:

Immediate Supervisor

5-11-17
Date

Department Director

5-15-17
Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Airfield Electrician III

Department: Maintenance

Date: March 4, 2019

Title of Immediate Supervisor: Supervisor, Airfield Electrical

Pay Level: B9

POSITION SUMMARY: Install, repair and maintain electrical systems and equipment on the exterior airport property, including runways, taxiways, aprons, high mast lighting, security gates, and GOAA buildings and structures not associated with the terminal.

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 and maintain electrical equipment, including electrical services, switch gear, emergency generators and associated transfer equipment, lighting and lighting contactors, photo controls, lighting control relay panels, electrical/electronic security gates, motor controls, airfield lighting, lighting vaults with constant current regulators, control equipment and transformers.
- Read wiring diagrams, electrical plans and specifications.
- Responsible for staying current with all electrical codes and advanced technology maintenance practices.
- Inspect and perform regular cleaning and prescribed maintenance tasks on associated equipment.
- Responsible for staying current with all FAA Advisory Circulars.
- Responsible for staying current on all GOAA emergency response procedures and maintain proper response as required.
- Complete maintenance work orders as assigned, records 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 a combination of trouble shooting and repair of motor controls, high voltage electrical systems in excess of 600 volts, lighting, power systems, and associated electrical equipment; experience with airfield lighting computer systems, or an equivalent combination of education, training, and experience. Must have completed one year experience as an Airfield Electrician II.

Documented experience of at least one year as an Airfield Electrician at another airport of similar size and complexity may be considered as equivalency for the GOAA Airfield Electrician II experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of airfield lighting computer systems
- Thorough working knowledge of electrical codes
- Knowledge of components and their function within Constant Current Regulator's (CCR) and airfield navigation aids (light fixtures, signs, wind cones etc.) and airfield lighting control systems
- Familiarity with troubleshooting and repair of series circuit failures
- Demonstrate knowledge of airfield cable numbering system
- 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 and protective devices
- Knowledge of rules, regulations, and guidelines regarding the safe utilization and operation of hand and power tools

- Must be able to read and understand wiring diagrams, electrical drawings, and 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
- 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
- Airport Certified Employee (ACE) in Airfield Lighting
- Current Journeyman Electrician certificate of competency recognized by the State of Florida 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)*

- 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 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 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:

4/5/19
Immediate Supervisor Date

4-9-19
Department Manager Date

4/5/19
Department Assistant Director Date

4-5-19
Department Director Date

Kathy E Bond 4-19-19
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

Airfield Electrician III

Department: Maintenance

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

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: 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			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		2
Chemicals					X	1
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		2
Electrician Generators			X			3
Electric Switch Gear			X			3
Bucket Truck			X			3
Mobile Maintenance Management System				X		3

SUPERVISOR COMMENTS:

4/5/19
Immediate Supervisor Date

4-5-19
Department Director Date

4/18/19
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Airfield Operations Specialist

Department: Airfield Operations
Date: February 7, 2019
Title of Immediate Supervisor: Supervisor, Airfield Operations
Pay Level: L21

POSITION SUMMARY: Responsible for the safe and efficient operation and overall security of the runway, taxiway, Air Operations Area and related areas 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:*

- Monitor all activities on the AOA and airside terminal complexes; enforce best safety practices.
- Maintain compliance with FAR Part 139 and CFR Parts 1540 and 1542 and Authority policies and procedures.
- Perform daily inspections of all runways, taxiways, ramps and associated Safety Areas.
- Perform daily inspections of all perimeter fences and other secured areas.
- Coordinate runway, taxiway and apron closures and openings as needed.
- Coordinate safety related repairs on runways/taxiways with all agencies.
- Document all safety and security related incidents in area of responsibility; compile incident information into clear and concise reports.
- Respond to all aircraft/emergency situations in areas of responsibility.
- Assist with wildlife management functions on all airport properties.
- Provide AOA Drivers and Movement Area Drivers training classes.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation/Airport Management, Business or Public Administration, or related field and two (2) years aviation experience in area related to airfield operations at a general aviation, commercial or military airport, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong familiarity with airline/airport ground and flight operations, and Movement Area terminology and procedures
- Working knowledge of Federal Aviation Regulations Parts 139, 77, CFR Parts 1540 and 1542, and Advisory Circular Series 150
- Ability to operate in an active air operations area
- Working knowledge of Microsoft Office to include Word, PowerPoint and Outlook required, airport/airline operation systems (Digital NOTAMs, ASOCS, etc.) desired
- Strong oral and written communications skills
- Strong multi-tasking skills
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Must be knowledgeable of alternative methods of field communications with Control Tower
- Must be able to work rotating shifts to include nights, evenings, holidays and weekends

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)*

- Use judgment on when to open/close runways, taxiways, and aprons
- Evaluate safety aspects of airfield and outlying facilities
- Approves/disapproves aircraft engine run-up requests
- Monitors all vehicles and personnel on the AOA to ensure compliance with safety and security related issues and provides enforcement

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:

02-08-19
Department Manager Date

08 Feb 19
Department Assistant Director Date

Feb 22, 2019
Department Director Date

02-21-2019
Department Senior Director Date

Kathy Bord 2-27-19
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

Airfield Operations Specialist

Department: Airfield Operations

Date: February 7, 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 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
SUPERVISOR COMMENTS:						

2/21/19

Department Manager Date

FEB 22, 2019

Department Director Date

2/26/19

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Airfield Wildlife Specialist

Department: Airfield Operations — Date: July 3, 2024

Title of Immediate Supervisor: Manager, Wildlife Program — Pay Level: L21

POSITION SUMMARY: Primary responsibility for prevention, control, mitigation and removal of wildlife hazards in and around the Air Operations Area (AOA) and airport property. Assist Airfield Operations Specialists with the safe and efficient operation and security of the AOA and related areas. Research, track, investigate, capture, handle and/or transport a wide variety of birds and animals.

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, study, and record all wildlife activities on the AOA and airport property. Track the movement of resident wildlife species and offer sound wildlife management practices regarding AOA safety issues to the management. Prepare documentation/complete reports in accordance with various wildlife commissions and regulatory authorities.
- Monitor the Greater Orlando Aviation Authority (Aviation Authority) and work with OPD against illegal trespass including unauthorized fishing, hunting and camping.
- Assist in planning and implementing of the Wildlife Hazard Management Plan.
- Perform duties in compliance with the Aviation Authority's Wildlife Management Plan, as defined by FAR 139.337 and applicable Federal Aviation Administration (FAA) wildlife Advisory Circulars.
- Collaborate with the Florida Fish and Wildlife Conservation Commission (FWC), The US Fish and Wildlife Service, Local Wildlife Rehabilitators and Conservation organizations to safely and lawfully disperse, remove, transport, trap and relocate fish and wildlife. Provide access to unimproved properties, lakes, canals and wetlands for various GOAA departments, contractors, consultants and external organization.
- Assist Airfield Operations Specialist in the coordination of runway, taxiway and apron closures and openings.
- Perform inspections of all runways, taxiways, ramps, safety areas and unimproved airport properties.
- Respond to aircraft wildlife strikes, document and collect biological material for submission to the Smithsonian institution for species identification.
- Disperse various wildlife species from all areas of airport property including taxiways and runways. Evaluate methods for dispersal and use the appropriate method considering airline safety, recognition of protected species and related legal restrictions, etc. Dispersal may include the discharge of live ammunition and pyrotechnics.
- Knowledge of endangered, protected, threatened, and species of special concern.
- Communicate and coordinate intentions, actions and vehicle movement clearly and concisely with air traffic control.
- In the event of a wildlife strike to an aircraft, coordinate with the airline involved and participate in the process of inspecting runways and/or taxiways and gathering information as required by the FAA. Collect and preserve remains for identification or regulatory purposes; provide identification expertise.
- Lead interdepartmental efforts to acquire materials to effectively continue wildlife mitigation.
- Train new hires in wildlife procedures, policies and firearm training.
- Capture, handle, cage and transport wild animals including but not limited to alligators, venomous snakes, birds of prey, etc.
- Document mitigations and observations on standard electronic platform (ASOCS) and GIS based platforms (ESRI).
- Operate and maintain the ULV Mosquito sprayer for arthropod control..
- Respond to calls regarding pests not addressed by the Aviation Authority's Pest Control contract. Determine whether wildlife staff or a contracted service should resolve. Coordinate arrangements with the appropriate contracted services maintaining the safety of customers and employees.

RESPONSIBILITIES (continued)

- Work with TSA, Customs, US Fish and Wildlife Service, Florida Fish and Wildlife Conservation Commission and airlines to collect and disposition illegally transported wildlife
- Successfully complete mandatory, quarterly FAR 139 training to include Wildlife training. Hazard Management Plan training.
- Assist with Airfield Operations with airfield safety and security infractions. .
- Conduct habitat mitigation, to include pesticide applications, herbicide applications, brush and tree removal.
- Conduct education and outreach activities including but not limited to static displays and power point presentations.
- Respond to all aircraft emergencies, (Alerts 2, 3, and ground emergencies).
- Respond to traffic accidents and incidents.
- Respond to and assist with mass evacuations
- Monitor movement area for all FAR 139 elements including but not limited to pavement, markings, signs, lights, FOD and obstructions.
- Provide aircraft escorts to and from gates to hardstands.
- Monitor and direct airfield aquatic mitigation, (pond and canal dredging)
- Assist Airlines recover lost and escaped pets.
- Assist US Secret Service with presidential and other heads of state visits.
- Assist ARFF with water rescue and recovery.
- Interact with/escort contractors operating within airport property concerning applicable wildlife management regulations and general operations and safety practices.
- Work with various organizations and rehab centers for the safe relocation of multiple species.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in aviation/aeronautical related field and five (5) years airport operations and/or wildlife management experience, or an equivalent combination of related education, training, and experience. Knowledge of wildlife habitat management specific to the state of Florida, FAR Part 139 and CFR 1540 and 1542, firearms and associated dispersal equipment preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong familiarity with FAR Part 139 with emphasis on 139.337, Advisory Circular 150/5200-33, and CFR 1540 and 1542
- Ability to operate in an active air operations area. Strong familiarity with wildlife control procedures in an active air operations area
- Knowledge of equipment used in wildlife hazards management (shotgun, pistol, gas cannons, traps, pyros, etc.)
- Knowledge of vegetation at the Aviation Authority
- Ability to prioritize safe driving while maintaining clear communication via radio, strong focus, and excellent situational awareness
- Familiar with wildlife control permitting and associated agencies
- Must be familiar with wildlife categorized as Threatened, Endangered, and Species of Special Concern.
- Must be capable of assisting with depredation of deer, hogs, and other wildlife
- Must be capable of live trapping and safely releasing a variety of birds, mammals, reptiles including alligators and domestic animals (pets)
- Must be able to apply pesticide chemicals safely, in compliance with all rules, regulations, and laws
- Strong familiarity with the use of communications equipment to include: cellular phone, two-way radio system, Global Positioning System (GPS), and VHF air-ground radio
- Must be capable of lifting up to 50 pounds into a pickup type vehicle
- Familiarity with Microsoft Office computer software programs

- Must be capable of completing the automated Wildlife/Bird Report
- Knowledge to operate boats and outboard motors up to 20' and 75 HP.
- Must have strong verbal and written communication skills
- Strong emotional intelligence enabling effective decision-making and composure under pressure
- Proficient in the proper use of the following Personal Protective Equipment (PPE): water boots, snake boots, polarized sunglasses, long-sleeve shirts, ear protection, catch gloves, and bee suits.
- Must be able to work early mornings, late evenings, holidays and weekends, as determined by operational needs

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Rabies Vaccine
- Florida Hunter Safety 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)*

- Must be able to plan and carry out effective bird dispersal and wildlife control with minimal impact to aircraft operations with little or no supervision.
- Inappropriate decisions or errors in judgment regarding dispersals could result in damage to/loss of multi-million dollar aircraft, airfield/terminal facilities, serious injuries and/or extensive loss of life.
- Must be available for occasional wildlife management operations during evenings and weekends.
- Must be capable of responding to any airfield emergency that arises and provide support to Airport Operations as required/requested.
- Operates independently under general supervision and general direction, exercising sound judgment and discretion with respect to safety, time management, animal disposition and interaction with the public.

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:

Johnny Metcalf
box SIGN 1XVWQZ6L-17YLY59V
Sep 30, 2024
Assistant Vice President, Airport Operations Date

Marquez A. Griffin
box SIGN 18L78R71-17YLY59V
Sep 30, 2024
Sr. Vice President, Operations Date

Randy Hudgins
box SIGN 42KZV7VX-17YLY59V
Oct 1, 2024
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

Airfield Wildlife Specialist

Department: Airfield Operations

Date: July 3, 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			3
51+ lbs			X			3
Bending/Stooping				X		2
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		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				3
Noxious Fumes			X			3
Chemicals				X		3
Insects			X			3
Heights, Confined Areas				X		3
Excessive Noise		X				3
Wildlife Removal		X				3
Must be able to work early mornings, late evenings, holidays and weekends, as determined by operational needs		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
Dispersal Equipment		X				3
Air-ground Radio		X				3
Weapons Handling		X				3
SUPERVISOR COMMENTS:						

Johnny Metcalf
box SIGN 1XVWQZ6L-17YLY59V
Sep 30, 2024
Assistant Vice President, Airport Operations Date

Marquez A. Griffin
box SIGN 18L78R71-17YLY59V
Sep 30, 2024
Sr. Vice President, Operations Date

Natalia Londono
box SIGN 4Z79XV2Z-17YLY59V
Oct 16, 2024
Human Resources, Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Airline Billing Auditor

Department: Airline Division

Date: February 14, 2023

Title of Immediate Supervisor: Supervisor, Airport Scheduling and Billing

Pay Level: L21

POSITION SUMMARY: Analyze facility usage and verify proper charges are being applied for Greater Orlando Aviation Authority (GOAA) facilities such as ticket counters, gates, piers, remote & terminal hardstands, and training rooms. Provide resolution of usage discrepancies; collect and analyze information, interpret and report on the findings; prepare corrections if necessary. Serve as GOAA's Point of Contact for Domestic and International airlines currently providing or proposing services to (GOAA). Establish rapport with the Airport Community.

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 monthly billing for final approval, verify and reconcile facility/equipment use to verify each airline specific guidelines are being followed. Review backup documentation to support usage billed. Review and finalize monthly comparison and provide explanation for increase/decrease in facility usage.
- Research and resolve usage discrepancies; collect and analyze information, interpret and report on the findings; provide resolutions and prepare corrections if necessary.
- Prioritize daily and monthly reports; compile airline statistical data and forecast reports; provide monthly usage reports to management and Finance for processing. Liaison as necessary with finance, Airline division management team and other departments as needed.
- Collaborate with RMS Coordinator with current rules and updates applied to billing fees as necessary regarding facility usage. Work with RMS Coordinator and VEOVO when testing new or updated versions of our Resource Management System
- Assist with RMS Coordinator to add, change, and update rules for proper usage of the Airport Management System (RMS).
- Provide guidance to staff and work with other department groups for updates and trouble shoot as necessary.
- Confirm policies and procedures relating to facilities are current. Recommend and implement changes to rates/charges, policies and procedures.
- Serve as GOAA's Point of Contact for Domestic and International airlines currently providing or proposing services to (GOAA). Coordinate with City, State and Federal Agencies, Airline Representatives, Essential Service Operators, Tour Operators and Skycaps.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Accounting, Management or related field, and four (4) years work experience in airline/airport operations scheduling, monitoring and coordinating flight and/or ground activity, or an equivalent combination of education, training and experience. Bachelor degree and experience as an AOC Coordinator/Airport Scheduling & Billing Coordinator highly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Substantial knowledge of aircraft and airline ground/flight operations (IATA/ICAO codes)
- Effective oral and written communication skills and strong customer service skills required, multi-lingual skills desired
- Analytical skills to understand and apply billing rules, evaluate information, and implement an appropriate action plan within established guidelines
- Ability to multitask and work independently

- Knowledge of accounting concepts, practices and procedures
- Ability to establish and maintain effective working relationships with internal and external customers, airport/airline personnel, fellow employees and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Strong attention to detail, planning and organizational skills.
- Intermediate computer and Microsoft Office skills (Word, Excel, etc.) to effectively use a variety of different programs required; advanced skills desired
- Knowledge of Resource Management System 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 and exercises considerable independence under general supervision
- Initiate day-to-day operational decisions based on interpretation of Orlando International Airport rules and policies. Refers unique issues to the management
- Answering questions, providing information regarding usage
- Uses judgment to handle a variety of issues pertaining to the use and operation of the common facilities.

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:

Laura Enlinger 2/21/2023
Immediate Supervisor Date

2/21/2023
Department Assistant Manager Date

Stefanie Driscoll 2/22/23
Department Manager Date

Robert DeBaue 2/22/2023
Department Assistant Vice President Date

FEB 23, 2023
Vice President Airport Operations Date

02-23-2023
Chief of Operations Date

2/24/2023
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

Airline Billing Auditor

Department: Airline Division

Date: February 14, 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
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	3
Excessive Noise					X	1
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle					X	1
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Communication Radio					X	1

SUPERVISOR COMMENTS:

Laura Ehlinger April 17, 2023
Immediate Supervisor Date

APR 17, 2023
Department Director Date

April 18, 2023
Human Resources - Compensation Date

Airline Relations Administrator

Department: Airline Relations Date: October 18, 2023

Title of Immediate Supervisor: Manager, Airline Relations Pay Level: L24

POSITION SUMMARY: Provide support to Airlines Relations and Operational Readiness activities. Conduct research and prepare analysis of financial, operational (airline/airport), maintenance, marketing and other data or documents to support new and evolving departmental or Authority programs or processes. System Administrator of the Authority's Operational Readiness Software and GIS system. Work closely with GOAA staff, Owner Authorized Representatives (OAR), Project Management Teams, Contractors and other stakeholders on issues, concerns, and capabilities related to data management, processes, training and system administration in support of Airline Relations and Operational Readiness 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:*

- Conduct research, and analysis of financial, operational (airline/airport), maintenance, marketing and other data or documents to support new and evolving departmental or Authority programs or processes.
- Function as the department's primary contact and subject matter expert (SME) for the operational readiness, airport transition (ORAT) software by maintaining an ongoing technical dialog with the software provider, assisting users with day-to-day issues and, in collaboration with GOAA IT, developing scopes for necessary software modifications, customization, or integration tasks. Collaborate with software vendors and IT teams on system updates and enhancements.
- Serve as the gate keeper for maintaining data integrity within the ORAT software. Recommend and initiate as appropriate the development of processes, procedures, protocols and training materials essential to the success of ORAT initiatives.
- Work with each project scheduler to establish the milestones, formats and import standards requirements in order to provide timely updates for system users/stakeholders.
- Departmental liaison and SME for the space management system (GIS) as it relates to GOAA related projects or facility use optimization projects to include, but not limited to coordination of processes such as the format and timely receipt of design plans for polygon updates and assignment of room numbers to support lease, maintenance, emergency, financial, procurement and other essential functions.
- Monitor and manage the GIS data as it relates to the rates and charges calculations, lease or other exhibit production. Track space changes initiated by the Concessions or Commercial Properties departments resulting from tenant projects or changes in support of the financial model. Maintain the database and prepare the annual space allocation changes and justifications relative to the annual budgeting process, and the maintenance of the Authority's financial model.
- Collaborate with various internal and external stakeholders, such as operations, maintenance, customer service, and ground handling, to ensure ORAT identified processes, procedures, protocols and checklists are in place. Attend, host, and document meetings to support department objectives.
- Prepare reports on systems, operational performance, airline relations, and other relevant metrics for management review.
- Identify opportunities for process improvement and efficiency within the airline relations and operational readiness functions.
- Draft committee memos and other correspondence as well as presentations, as required, relating to contractual compliance, operational efficiencies, facility planning, construction or other items.
- Track relevant committee deadlines, actions and project progress.
- Provide training and support to airport stakeholders on ORAT software.
- Coordinate system maintenance schedules, outages and collaborate with vendor to resolve software issues.
- Provides support to the departments preparation, tracking and maintenance of O&M and Capital budgets.

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associates degree in a related field and four (4) years' experience in an airport/airline operations environment, or an equivalent combination of education, training and experience. Airport supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Understanding of airport & airlines business practices to include operational and facility issues
- Demonstrated leadership skills
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired
- Knowledge of construction terminology and practices desired
- Strong research and analytical skills with the ability to work with GIS, financial, operational, and maintenance data.
- Proficiency in Microsoft Office suite, operational readiness software, airport management software, communication systems and the ability to act as a subject matter expert.
- Ability to collaborate effectively with diverse stakeholders.
- Strong problem-solving and decision-making skills.
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Project management skills
- Ability to present information to large and diverse groups
- Ability to pay attention to details and meet deadlines; strong organizational skills with the flexibility to adapt to changing priorities and deadlines.
- Must be able and willing to work both standard and non-standard work schedules, including weekends to support project and operational timelines

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 and general direction, exercising a high level of independent judgment and discretion
- High level problem-solving skills
- 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 Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Kevin Toth box SIGN 4Q82266P-1XRQXWP5	Oct 26, 2023	Jacqueline Chin box SIGN 1JRRJ8X5-1XRQXWP5	Oct 26, 2023
Immediate Supervisor	Date	Department Assistant Vice President	Date
Victoria jaramillo box SIGN 4YRKR268-1XRQXWP5	Nov 1, 2023	Randy Hudgins box SIGN 42KZV7VX-1XRQXWP5	Nov 3, 2023
Chief Development 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

Airline Relations Administrator

Department: Airline Relations

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			S			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	2
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
Communication Radio				X		2

SUPERVISOR COMMENTS:

Kevin Toth

box SIGN 4Q82266P-1XRQXWP5

Oct 26, 2023

Immediate Supervisor Date

Victoria jaramillo

box SIGN 4YRKR268-1XRQXWP5

Nov 1, 2023

Chief Development Officer Date

box SIGN 1R6ZLY3Z-1XRQXWP5

Nov 6, 2023

Human Resources - Compensation Date

Airline Relations Administrator

Department: Airline Relations Date: October 18, 2023

Title of Immediate Supervisor: Manager, Airline Relations Pay Level: L24

POSITION SUMMARY: Provide support to Airlines Relations and Operational Readiness activities. Conduct research and prepare analysis of financial, operational (airline/airport), maintenance, marketing and other data or documents to support new and evolving departmental or Authority programs or processes. System Administrator of the Authority's Operational Readiness Software and GIS system. Work closely with GOAA staff, Owner Authorized Representatives (OAR), Project Management Teams, Contractors and other stakeholders on issues, concerns, and capabilities related to data management, processes, training and system administration in support of Airline Relations and Operational Readiness 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:*

- Conduct research, and analysis of financial, operational (airline/airport), maintenance, marketing and other data or documents to support new and evolving departmental or Authority programs or processes.
- Function as the department's primary contact and subject matter expert (SME) for the operational readiness, airport transition (ORAT) software by maintaining an ongoing technical dialog with the software provider, assisting users with day-to-day issues and, in collaboration with GOAA IT, developing scopes for necessary software modifications, customization, or integration tasks. Collaborate with software vendors and IT teams on system updates and enhancements.
- Serve as the gate keeper for maintaining data integrity within the ORAT software. Recommend and initiate as appropriate the development of processes, procedures, protocols and training materials essential to the success of ORAT initiatives.
- Work with each project scheduler to establish the milestones, formats and import standards requirements in order to provide timely updates for system users/stakeholders.
- Departmental liaison and SME for the space management system (GIS) as it relates to GOAA related projects or facility use optimization projects to include, but not limited to coordination of processes such as the format and timely receipt of design plans for polygon updates and assignment of room numbers to support lease, maintenance, emergency, financial, procurement and other essential functions.
- Monitor and manage the GIS data as it relates to the rates and charges calculations, lease or other exhibit production. Track space changes initiated by the Concessions or Commercial Properties departments resulting from tenant projects or changes in support of the financial model. Maintain the database and prepare the annual space allocation changes and justifications relative to the annual budgeting process, and the maintenance of the Authority's financial model.
- Collaborate with various internal and external stakeholders, such as operations, maintenance, customer service, and ground handling, to ensure ORAT identified processes, procedures, protocols and checklists are in place. Attend, host, and document meetings to support department objectives.
- Prepare reports on systems, operational performance, airline relations, and other relevant metrics for management review.
- Identify opportunities for process improvement and efficiency within the airline relations and operational readiness functions.
- Draft committee memos and other correspondence as well as presentations, as required, relating to contractual compliance, operational efficiencies, facility planning, construction or other items.
- Track relevant committee deadlines, actions and project progress.
- Provide training and support to airport stakeholders on ORAT software.
- Coordinate system maintenance schedules, outages and collaborate with vendor to resolve software issues.
- Provides support to the departments preparation, tracking and maintenance of O&M and Capital budgets.

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associates degree in a related field and four (4) years' experience in an airport/airline operations environment, or an equivalent combination of education, training and experience. Airport supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Understanding of airport & airlines business practices to include operational and facility issues
- Demonstrated leadership skills
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired
- Knowledge of construction terminology and practices desired
- Strong research and analytical skills with the ability to work with GIS, financial, operational, and maintenance data.
- Proficiency in Microsoft Office suite, operational readiness software, airport management software, communication systems and the ability to act as a subject matter expert.
- Ability to collaborate effectively with diverse stakeholders.
- Strong problem-solving and decision-making skills.
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Project management skills
- Ability to present information to large and diverse groups
- Ability to pay attention to details and meet deadlines; strong organizational skills with the flexibility to adapt to changing priorities and deadlines.
- Must be able and willing to work both standard and non-standard work schedules, including weekends to support project and operational timelines

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 and general direction, exercising a high level of independent judgment and discretion
- High level problem-solving skills
- 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 Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Kevin Toth
box SIGN 4Q82266P-1XRQXWP5
Oct 26, 2023
Immediate Supervisor Date

Jacqueline Chin
box SIGN 1JRRJ8X5-1XRQXWP5
Oct 26, 2023
Department Assistant Vice President Date

Victoria jaramillo
box SIGN 4YRKR268-1XRQXWP5
Nov 1, 2023
Chief Development Officer Date

Randy Hudgins
box SIGN 42KZV7VX-1XRQXWP5
Nov 3, 2023
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

Airline Relations Administrator

Department: Airline Relations

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			S			2
Walking			X			2
Sitting			X			2
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	2
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
Communication Radio				X		2

SUPERVISOR COMMENTS:

Kevin Toth
box SIGN 4Q82266P-1XRQXWP5

Oct 26, 2023

Immediate Supervisor — Date

Victoria jaramillo
box SIGN 4YRKR268-1XRQXWP5

Nov 1, 2023

Chief Development Officer — Date

box SIGN 1R6ZLY3Z-1XRQXWP5

Nov 6, 2023

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Airport Scheduling & Billing Coordinator

Department: Airline Division | Date: November 2, 2018

Title of Immediate Supervisor: Supervisor, Airport Scheduling & Billing | Pay Level: L19

POSITION SUMMARY: Receive and prepare the monthly usage reports for all common-use facilities managed by the Authority. Research, analyze, and reconcile usage discrepancies. Assist with scheduling of facilities and confirm anticipated flight activity can be accommodated.

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:*

- Compile schedules and usage information from a variety of sources and input into Resource Management System (RMS) daily; data is entered or downloaded with knowledge and understanding of each airline's unique set of billing and usage rules (hours of use without additional fee, charges for various services, etc.).
- Assist with troubleshooting RMS functionality issues.
- Analyze and research the established schedule to the airline submitted billing sheets, information reported in the PASSUR (FAA data) and AOMS (Lockheed Martin data) systems and information provided by the Airline Division staff. Investigate and resolve discrepancies (plane's arrival/departure time, gate times, number of passengers/crew, etc.).
- Review weekly Airline schedules to confirm gate assignments and any additional accommodations needed.
- Remain in close contact with the AOC Coordinators to monitor the day-to-day operation of the common use facilities (gates, hardstands, bag claims, ticket counters, and Baggage Handling Systems -BHS) and accurately record changes and unusual situations in applicable billing format.
- Prepare the monthly usage reports for management review and approval, reconcile usage, and review formulas from prior billing sheets and apply as appropriate based on rules. Provide back-up documentation to support usage billed.
- Prepare customized monthly reports, applying appropriate filters for each entity.
- Utilizing RMS, create and edit "What If" scenarios to assist with the planning and usage of facilities and to evaluate the feasibility of accommodating potential airline schedules along with relocating airlines and other planning scenarios as requested.
- Coordinate and evaluate preventative maintenance and repair schedules for common use facilities.
- May assist the AOC Coordinators with flight scheduling and assignment of ticket counters, gates, BHS, etc. to provide efficient utilization of the airport's facilities.
- May assist in coordinating flight information with governmental agencies, airline representatives' ground handlers, and others as necessary.
- Provide information to airline representatives regarding billing of common use and preferential services.
- Record accurate information in duty logs and applicable reports.
- 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. One (1) year of experience as an AOC Coordinator highly desired. Experience performing research/analysis of usage/billing functions preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Effective oral and written communication skills and strong customer service skills required, multi-lingual skills desired
- Strong attention to detail skills
- Able to work without direct supervision and solve problems independently

- Analytical skills to understand and apply billing rules, evaluate information, and implement an appropriate action plan within established guidelines
- Intermediate computer and Microsoft Office skills (Word, Excel, etc.) to effectively use a variety of different programs required; advanced skills desired
- Knowledge of Resource Management System preferred
- Ability to make timely and critical decisions with limited information, and resolve operational conflicts. High degree of proactive/reactive ability. Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Substantial knowledge of aircraft and airline ground/flight operations (IATA/ICAO codes)
- Able to establish and maintain effective working relationships with the general public, fellow employees and members of diverse cultural and linguistic backgrounds
- Must be willing and able to work rotating shifts, early mornings, late evenings, weekends and holidays based on operational needs

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license or government issued picture ID

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 and exercises considerable independence under general supervision
- Initiate day-to-day operational decisions based on interpretation of Orlando International Airport rules and policies. Refers unique issues to the Supervisor
- Answering questions, providing information regarding usage

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:

Laura Ehlinger November 02, 2018
Immediate Supervisor Date

11/2/2018
Department Assistant Manager Date

11/2/18
Department Manager Date

Robert DeBoer 11/2/2018
Department Assistant Director Date

Nov 5, 2018
Department Director Date

11-08-2018
Department Senior Director Date

Kathy Bond 11-15-18
Sr. Director, HR & Risk Management Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Airport Scheduling & Billing Coordinator

Department: Airline Division

Date: November 2, 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	
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: 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				3
Excessive Noise					X	2
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**
General Office Equipment (Computer, Copier, Fax, etc.)		X				3

SUPERVISOR COMMENTS:

Laura [illegible] november 02, 2018
Immediate Supervisor Date

MAGriff NOV 5, 2018
Department Director Date

Cathy [illegible] 11/12/18
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

AOC Coordinator

Department: Airline Division | Date: December 7, 2018

Title of Immediate Supervisor: Supervisor, Terminal Operations – Airline Division | Pay Level: L18

POSITION SUMMARY: Coordinate Airport operational related activities; monitor the daily operations of the Greater Orlando Aviation Authority (GOAA) common use facilities to include (ticket counters, gates, hardstands, and baggage claim devices). Anticipate and evaluate unusual situations and operational conflicts to include the airsides when assigned. Work with airlines and others as necessary to provide immediate solutions and maintain excellent customer service.

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 and monitor the daily operations of GOAA's common use facilities (gates, hardstands, baggage claim devices, ticket counters, and baggage sortation areas). Anticipate and evaluate unusual situations and operational conflicts as necessary to provide immediate solutions and maintain excellent customer service.
- Monitor the airport via the CCTV system to evaluate operational situations.
- Disseminate flight information and input to various displays (Flight Information Displays, ticket counter, baggage, and Federal Inspection Services (FIS) displays) throughout the airport. Use the Resource Management System (RMS) to enter and change flight information and coordinate changes with governmental agencies, airline representatives, ground handlers and others as necessary. Relay change information to customers as appropriate.
- Operate numerous computer-based applications (PASSUR, Flightradar, Flight Statistics, RMS, ARINC, AOMS, etc.) to monitor, evaluate, anticipate and update operational changes. Coordinate and change the roadway signage through the Dynamic sign computer.
- Monitor the receipt of information essential to airport operation, including approaching inclement weather, and relay information to staff as applicable.
- Follow up and coordinate corrective actions with Maintenance and track "out of service" conditions in the Maximo database system.
- Collect, input and update information and usage figures to assist with billing and statistical reports.
- Provide assistance to airline representatives regarding common use and preferential services, including crowd control, ticket counter, gate, baggage carousel assignments, etc.
- On the airside assignments, act as the liaison between AOC, airlines, government agencies and Federal Inspection Services staff to coordinate changes; monitor flight status, offer suggestions when needed, and address conflicts should they arise. Verify common use facilities are properly maintained, submit work orders as needed.
- Coordinate with Concessions any potential flight changes that impact passengers such as late flights, diversions and canceled flights.
- Provide on the job training to new staff as assigned.
- Coordinate radio distribution to employees and maintain radio inventory.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High School graduate or equivalent and five (5) years experience in airline/airport operations scheduling, monitoring and coordinating flight and/or ground activity or an equivalent combination of education, training, and experience. Experience with airport/airline operations center or related dispatch experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Effective oral and written communication skills; must be able to speak clearly in English over a two-way radio
- Strong customer service skills required, multi-lingual skills desired
- Knowledge of aircraft and airport/ airline ground operations (IATA/ICAO codes)

- Intermediate computer and Microsoft Office skills (Word, Excel, etc.) to effectively use a variety of different programs required; advanced skills desired; able to type a minimum of 25 cwpm
- Knowledge of Resources Management System preferred
- Ability to follow instructions and work without direct supervision
- Ability to make timely and critical decisions with limited information, and resolve operational conflicts. High degree of proactive/reactive ability. Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Ability to effectively multi-task under stressful conditions
- 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
- Analytical skills required to analyze available information and implement an appropriate action plan within established guidelines
- Must be able to work in a confined, high noise area with no scheduled meals or breaks
- Must be able and willing to work rotating shifts, early mornings, late evenings, overnights, holidays, and weekends

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 and exercise considerable independence under general supervision
- Initiate day-to-day timely and critical operational decisions based on interpretation of standard operating procedures, regulatory agencies regulations and GOAA policies and procedures. Refer 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:

1/15/2019
Department Assistant Manager — Date

JAN 23, 2019
Department Director — Date

1/15/19
Department Manager — Date

1/23/2019
Department Assistant Director — Date

01-24-2019
Department Senior Director — Date

1-28-19
Sr. Director, HR & Risk Management — Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

AOC Coordinator

Department: Airline Division

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	2
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
Confined Areas		X				3
Excessive Noise	X					3
Must be able and willing to work rotating shifts, early mornings, late evenings, holidays, and weekends						3

Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Communication Radio	X					3
Baggage Conveyor Systems					X	2

SUPERVISOR COMMENTS:

1/15/2019

Immediate Supervisor Date

JAN 23, 2019

Department Director Date

1/25/19

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Applications Systems Analyst Programmer

Department: Information Technology — Date: January 31, 2024

Title of Immediate Supervisor: Assistant Manager, Business Automation — Pay Level: L28

POSITION SUMMARY: Responsible for requirements definition, concept development, product evaluation, implementation, testing and sustaining support of select Airport Management System software. Work closely with department subject matter experts to analyze and document functional processes and identify opportunities for improvements, including efficiency gains through automation using COTS and/or custom software solutions. Provides platform administration, report design and development, testing criteria and documentation, and user training and sustaining support.

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 analyzing and documenting processes or portions of processes that are identified as candidates for automation.
- Assist with the development and document process automation concepts and options and assessment of their associated costs and benefits.
- Assist with defining 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.
- Perform product, system or component administration duties.
- 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.
- Develop and maintain expertise in the use of products that constitute our environment and assist in the productivity of their area of support.
- 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 of recent experience in the administration of software packages utilized for operations of a large airport, 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
- 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
- Experience developing KPIs and Workflows to meet customer requirements
- Experience performing advanced system configurations and build/maintaining custom applications
- Understanding of database objects, attributes and 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.
- Experience in the configuration and support of IIS application servers and components
- Ability to work on-call/weekends as needed to maintain critical operations
- Strong knowledge in use, administration and support in one or more of the following; Airport safety & operations reporting systems, Event management systems, Virtual Ramp Control (VRC), Visual Docking Guidance System (VDGS), Baggage Handling Systems (BHS), Resource Management Systems (RMS), Common Use passenger processing systems, FAR139 or 1542 compliance software
- Understanding of concepts relating to; AODB, Resource Billing, Data Warehouse, Stands, Carousel, Check in, and Scenarios
- Strong knowledge of systems integrations with data sources for elements such as Flight Information Display, seasonal schedules (with airline and via services), Type B messages, Common Use Platforms, Multilateration (MLAT) systems and Operational Activity systems (via services, ramp control and visual docking systems)

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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Yvonne Clay
box SIGN 4LJ3RKX4-4W2J36JJ
Aug 6, 2024
Immediate Supervisor Date

Joe Furnari
box SIGN 4Q3W2RX4-4W2J36JJ
Aug 7, 2024
Department Manager Date

box SIGN 4PZY9234-4W2J36JJ
Aug 8, 2024
AVP, Information Technology Date

VP, Information Technology 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

Applications Systems Analyst Programmer

Department: Information Technology

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) **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					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:

Yvonne Clay
box SIGN 4LJ3RKX4-4W2J36JJ
Aug 6, 2024
Immediate Supervisor Date

Joe Furnari
box SIGN 4Q3W2RX4-4W2J36JJ
Aug 7, 2024
Department Manager Date

Human Resources - Compensation Date

Art Program Intern

Department: Public Affairs Date: May 12, 2025

Immediate Supervisor: Events & Art Collection Coordinator Pay Level: T2

POSITION SUMMARY: Assist Events & Art Collection Coordinator with various projects. The primary responsibilities will include supporting the organization and management of the art inventory and assisting with special projects such as exhibitions and concerts.

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 art inventory-related projects, including tracking inventory and organizing the Art Storage room, conducting physical inventory of artworks throughout the airport along with associated paperwork, and supporting special renovation projects
- Support special projects such as the annual employee art show and other exhibitions, the Liberty Weekend Concert, and holiday concerts
- Work with the Public Affairs department to host special events for the public and Greater Orlando Aviation Authority (Aviation Authority) employees
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

- Enrolled in arts-related college-level program with an interest in public art administration.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient in Excel and Access Database programs
- Strong attention to detail with excellent organizational skills
- Ability to communicate effectively, both orally and in writing
- Capability to handle and securely wrap lightweight artworks, with the ability to coordinate the movement of heavier pieces utilizing Maintenance support.

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)*

- Moderate degree of independence with general supervision – latitude to exercise initiative, judgment, and authority within defined boundaries.

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:

Lindy Shepherd
box SIGN 18L7VQ9J-4L77JVX9 May 13, 2025
Immediate Supervisor Date

Angela B. Starke
box SIGN 186ZQWRP-4L77JVX9 May 13, 2025
SVP, Public Affairs Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-4L77JVX9 May 13, 2025
Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Manager Hours: 0

Shift Premium: N/A

Rotating Shift: N/A

Art Program Intern

Department: Public Affairs Date: May 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			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		3
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					X	1
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:

Lindy Shepherd
box SIGN 18L7VQ9J-4L77JVX9
May 13, 2025

Immediate Supervisor Date

Allison Duncan
box SIGN 19YY2YPV-4L77JVX9
May 13, 2025

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Director, Business Applications

Department: Business Applications

Date: February 19, 2018

Title of Immediate Supervisor: Chief Operating Officer

Pay Level: L33

POSITION SUMMARY: Oversee the Business Applications team on mission-critical, Authority-wide business applications process. Plan and coordinate all activities related to the design, development, and implementation of the Authority's Business Applications. Define and integrate best practices and business application standards across the Authority.

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:*

- Liaison between business stakeholders and information technology related to business processes and business applications
- Oversee the evaluation of 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
- Define and develop best practices and processes ensuring alignment with Authority strategy and goals
- Oversee the development of departments' as-is and to-be business/functional requirements for current and future business applications.
- Identify gaps between the business requirements and software functionality and develop workarounds (electronic or manual) or customizations to fill the gaps
- Direct the implementation and testing of major new business applications to confirm delivery within established scope, quality, time and cost parameters, including near term post production support
- Identify integration opportunities and coordinate integration between business applications
- Plan and coordinate the analysis of data and information, including overseeing development of new or customization of existing reports, dashboards or business intelligence
- Oversee the inventory of Authority business applications, including integration with other business applications and upgrade or replacement cycle
- 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 of Science degree, Bachelor of Business Administration or Bachelor degree in Computer Science or related fields. Eight (8) years experience 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. 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 one (1) employee

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

- A significant amount of independence in judgment, discretion and initiative is required with little to no direction.
- Interacts with persons of various levels throughout the Authority as well as with outside consultants.
- Addresses functional problems in the business applications, procedures and training, then develops recommended solutions, and implements as necessary.
- Creates commitment to common goals throughout the Authority, identifies competing interests and assists in finding ways to balance them.
- High level 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:

3-6-18
Immediate Supervisor   Date

3-14-18
Sr. Director, HR & Risk Management   Date

DS

3-9-18
Chief Executive Officer   Date

FLSA: Exempt
EEO Category: 1 – Officers and Administrator

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Director, Business 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	X	1
Walking				X	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:

3-6-18

Immediate Supervisor — Date

3-9-18

Chief Executive Officer — Date

Cathy Vianna 3/13/18

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Director, Business Applications

Department: Business Applications | Date: February 19, 2018

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

POSITION SUMMARY: Oversee the Business Applications team on mission-critical, Authority-wide business applications process. Plan and coordinate all activities related to the design, development, and implementation of the Authority's Business Applications. Define and integrate best practices and business application standards across the Authority.

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:*

- Liaison between business stakeholders and information technology related to business processes and business applications
- Oversee the evaluation of 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
- Define and develop best practices and processes ensuring alignment with Authority strategy and goals
- Oversee the development of departments' as-is and to-be business/functional requirements for current and future business applications.
- Identify gaps between the business requirements and software functionality and develop workarounds (electronic or manual) or customizations to fill the gaps
- Direct the implementation and testing of major new business applications to confirm delivery within established scope, quality, time and cost parameters, including near term post production support
- Identify integration opportunities and coordinate integration between business applications
- Plan and coordinate the analysis of data and information, including overseeing development of new or customization of existing reports, dashboards or business intelligence
- Oversee the inventory of Authority business applications, including integration with other business applications and upgrade or replacement cycle
- 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 of Science degree, Bachelor of Business Administration or Bachelor degree in Computer Science or related fields. Eight (8) years experience 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. 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 one (1) employee

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

- A significant amount of independence in judgment, discretion and initiative is required with little to no direction.
- Interacts with persons of various levels throughout the Authority as well as with outside consultants.
- Addresses functional problems in the business applications, procedures and training, then develops recommended solutions, and implements as necessary.
- Creates commitment to common goals throughout the Authority, identifies competing interests and assists in finding ways to balance them.
- High level 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:

3-6-18
Immediate Supervisor Date

3-14-18
Sr. Director, HR & Risk Management Date

3-9-18
Chief Executive Officer Date

FLSA: Exempt
EEO Category: 1 – Officers and Administrator

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Director, Business 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	X	1
Walking				X	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:

3-6-18

Immediate Supervisor Date

3-9-18

Chief Executive Officer Date

Cathy Vianne 3/13/18

Human Resources - Compensation Date

Assistant Director, Finance (Construction)

Department: Finance | Date: March 19, 2018

Title of Immediate: Director, Finance | Pay Level: L32

POSITION SUMMARY: Provides oversight of financial aspects of the Authority's construction and development program; provides financial planning, analysis, budgeting and monitoring of capital construction projects and land acquisition programs; provides day-to-day coordination between the Finance, Planning and Engineering\Construction Departments and supervision of the Construction Finance section.

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 oversee the administration of policies, procedures and work products in accordance with Federal, State and local laws, Authority guidelines and generally accepted accounting principles.
- Document and periodically review internal controls within Construction Finance to maintain appropriate recording of financial transactions and protection of the Authority's assets.
- Analyze potential funding sources for new construction project budgets for the Finance, Planning, Construction, Maintenance and other departments.
- Routinely prepare reports tracking project budget and funding status for distribution to senior management and other project team members.
- Provide guidance to the Construction Finance section regarding construction funding, budgeting and operational issues, coordinate accounting issues with the Assistant Director of Finance – Financial Reporting. Coordinate and direct consultants, legal counsel, and other Authority departments on matters related to construction funding and/or budget status.
- Monitor federal and state grants and Passenger Facility Charges to validate compliance with Uniform Guidance and the Florida Single Audit Act. Review close-out documents for grants and Passenger Facility Charges for timeliness and accuracy.
- Support senior management by providing cost reports, funding analysis and other data for use by the Authority Board and other committees. In coordination with the Director of Finance, represent the department at meetings with other Authority departments, consultants, legal counsel, state and federal officials.
- Review the Authority's approved Capital Improvement Program to reconcile to the federal and state capital project database.
- Provide assistance to the Engineering and Construction departments and/or legal counsel in the review and analysis of construction claims. Keep Chief Financial Officer advised of the status of such claims and of potential financial impacts on the Authority.
- Monitor status of monthly project budget variances to determine whether the Authority has significant variances that should be explained.
- 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
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or Business Administration with emphasis on public finance, economics and accounting and seven (7) experience in governmental accounting and grant compliance; or an equivalent combination of education, training and experience. Supervisory experience required. Construction accounting knowledge desirable. Knowledge and experience in a variety of financial areas and handling multiple responsibilities preferred. MBA or advanced degree and Certified Public Accountant (CPA) desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong technical grant compliance skills
- Current knowledge of Passenger Facility Charges (PFCs), Uniform Guidance and Florida Single Audit Act
- Skill in interpreting complex contracts and various funding documents
- Strong written and oral skills
- Extensive knowledge of spreadsheet software
- Power Point software a plus

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

Directly supervises a staff of approximately 1; indirectly supervises a staff of approximately 7

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

- High degree of independence, with minimal day-to-day supervision
- Responsibility for decisions with high monetary impact
- On occasion, acts as designee for Director of Finance in his/her absence

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:

5/2/18
Immediate Supervisor/ Director Date

Laureen M. Sharmore 5/10/18
Chief Financial Officer Date

Kathy E Bond 5-15-18
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

Assistant Director, Finance (Construction)

Department: Finance

Date: March 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

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: 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:

5/11/18
Immediate Supervisor/Director　Date

Kathleen M. Sharman
Chief Financial Officer　Date

5/11/18
Human Resources - Compensation　Date

Assistant Director, Maintenance Operations

Department: Maintenance — Date: September 10, 2018

Title of Immediate Supervisor: Director, Maintenance — Pay Level: L31

POSITION SUMMARY: Organize and direct all maintenance operations and activities for airport terminals and airfield, and related facilities and infrastructure at Orlando International Airport (OIA). Oversee departmental managers responsible for various maintenance functions utilizing both in-house personnel and contractors. Assist in developing and managing the department's procedures, operating methods and operating and capital budgets. Perform facility condition assessments, identify maintenance actions required, implement the Maintenance plan, and direct the Authority's energy and water conservation practices, and other energy projects. Liaison with utility companies. Oversee and direct the operation and maintenance of all airfield, exterior electrical power distribution and lighting systems, and equipment associated with Aviation Authority buildings and structures at Orlando Executive Airport (OEA).

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 manage the inspection and maintenance of airport terminals and support buildings, runways, taxiways, roads, bridges and other structures, electrical and electronic systems, landscaping, grounds and other airport infrastructure
- Provide safe and cost-effective operation and maintenance of the engineering plant, including chillers, boilers, etc.
- Manage electric, water, and utilities at OIA. Serve as liaison between the Aviation Authority and utility companies.
- In conjunction with the Director and department managers, establish staffing requirements and plays a key role in interview and selection of candidates for job vacancies, and in bargaining unit contract negotiations
- Management responsibility for the Maintenance Shift Supervisors as they oversee, coordinate and maintain productivity of maintenance staff during non-regular hours, weekends and holidays.
- Oversee the development, implementation, and administration of an asset management program and associated Computerized Maintenance Management System (CMMS)
- Oversee development of technical specifications for procurement of equipment and contract services; responsible for oversight and coordination of contracted services for preventative maintenance and repairs
- Coordinate maintenance activities with other Authority departments, consultants, contractors and governmental agencies
- Assist in development and implementation of computerized work control/preventive maintenance program to include maintenance data collection and statistical reporting
- Review plans and specifications for construction projects and provide input to Authority's design standards
- Responsible for staying current on all Authority emergency response procedures and maintain proper response levels as required
- Ascertain staff training needs and specialized training requirements; plan and implement departmental training programs
- 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.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- In the absence of Director, function as Acting Director, Maintenance
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Engineering or Facilities Management, and seven (7) years of progressively responsible experience in a large-scale operation and maintenance organization including supervisory experience managing multiple trades and alteration/maintenance projects, or an equivalent combination of education, training and experience. Airport experience required, and familiarity with operation of 24 hours/7 days facilities preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- A thorough knowledge of overall maintenance functions
- A thorough knowledge of contract development and management
- Knowledge of related laws, regulations, and FAA requirements for airfield maintenance
- Thorough knowledge of bargaining unit contract
- Excellent leadership/management skills
- Excellent communication skills
- Strong planning and analysis skills
- Effective computer skills
- Demonstrated ability to manage multiple areas and events effectively
- Understanding of budget development and project funding

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 10; indirectly supervises a staff of approximately 139 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, judgment and authority
- Responsibility for decisions with high monetary 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:

11-1-18
Immediate Supervisor/Director Date

11-9-2018
Chief Operating Officer Date

Cathy Bard 11-15-18
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

Assistant Director, Maintenance Operations

Department: Maintenance

Date: September 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	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:

11-1-18

Immediate Supervisor/Director | Date

11-9-2018

Chief Operating Officer | Date

11/12/18

Human Resources - Compensation | Date

Assistant Manager – Finance Administration & Card Services

Department: Finance
Date : September 22, 2025
Immediate Supervisor: Manager, Finance Administration and Strategic Projects
Pay Level: L27

POSITION SUMMARY : Serve as a strategic partner within the Finance Department by overseeing the Aviation Authority's Travel and Card Programs, ensuring compliance with internal policies and external regulations. Lead efforts to optimize travel services that align with the Aviation Authority's business objectives, delivering safe, comfortable, and cost-effective solutions. Provide supervisory oversight and guidance for administrative functions related to Procurement and Travel Cards, and collaborate cross-functionally to enhance operational efficiency. Support departmental leadership in policy development, vendor management, and continuous improvement 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:*

- Lead and manage the Aviation Authority's automated travel request system, ensuring compliance with policy and optimizing cost-effective travel solutions. Oversee system access, data integrity, and approval workflows. Conduct program analytics and develop strategic reports to inform leadership decisions. Design and deliver training programs to enhance user proficiency and compliance.
- Contribute to the development and refinement of travel policies, procedures, and documentation. Maintain awareness of industry trends, regulatory changes, and emerging technologies to recommend enhancements. Serve as a subject matter expert for travel-related inquiries, including visa processing and international travel documentation.
- Oversee the Procurement Card Program, including training development, compliance monitoring, and violation tracking. Analyze usage trends across departments and provide actionable insights through statistical reporting. Collaborate with internal stakeholders to ensure program integrity and continuous improvement.
- Manage the Aviation Authority's Amazon Business Account, including user administration, policy compliance, and spend analysis. Coordinate communications and reporting to support strategic purchasing decisions.
- Support the Manager, Finance Administration and Strategic Projects by leading or contributing to departmental initiatives, process improvements, and special projects. Provide guidance and oversight to administrative staff as needed.
- Serve as a departmental liaison for records management, ensuring compliance with state laws and internal policies regarding document retention, destruction, and public records requests.
- Act as back-up for key departmental functions, including payroll coordination and administrative support to the Chief Financial Officer, ensuring continuity of operations and adherence to policies.

- Foster a culture of accountability and service excellence, proactively identifying opportunities for efficiency and supporting cross-functional collaboration within the Finance Department.
- Perform other duties as assigned, contributing to the overall success of the department and the Aviation Authority.

MINIMUM QUALIFICATIONS:

- Bachelor degree in Business Administration or related field and five (five) years administrative support experience providing similar function or an equivalent combination of education, training and experience. Knowledge of travel industry preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient in Microsoft office products to include Word, Excel, PowerPoint and Outlook
- Experience with travel industry related software
- Meticulous attention to detail and numerical ability
- Strong interpersonal and problem-solving skills with the ability to work effectively with diverse groups
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to determine appropriate course of action in more complex situations and have the ability to make decisions.
- 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
- Must be flexible and comfortable in a fast-paced office environment
- Proficient in oral and written communications with excellent grammar skills, exercise creativity, and maintain a positive attitude
- Ability to understand and apply policy and procedures accurately

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May directly supervise staff up to two (2)

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.
- Verify that all procurement of travel adheres to Authority policy and applicable laws, regulations and statutory 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 Date

Chief Financial Officer Date

Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Assistant Manager – Finance Administration & Card Services

Department: Finance Date: September 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	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

Assistant Manager, Finance Administration and Strategic Projects

Department: Finance | Date: August 23, 2024

Title of Immediate Supervisor: Manager, Finance Administration & Strategic Projects | Pay Level: L27

POSITION SUMMARY: Plan and manage deliverables for organizational administrative functions. Provide Executive level administrative support to the Chief Financial Officer (CFO), and Greater Orlando Aviation Authority (Aviation Authority) executive level committees, maintaining compliance with Sunshine Law as required. Provide project management and program coordination support to the CFO. Drive strategic initiatives that align with the organization's goals and objectives.

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 support to the CFO's administration, responsibilities include but not limited to the strategic plan implementation, budget and CIP stakeholder coordination, and associated planning functions.
- Provide complex administrative support to the CFO including but not limited to: manage centralized procedures and compliance review for items requiring CFO approval; draft and review correspondence on behalf of CFO; answer/screen telephone calls and direct or respond as appropriate up to level of assigned authority; schedule appointments and maintain calendar; prioritize scheduling to assist others with calendar needs; arrange internal and external meetings and prepare meeting rooms as appropriate.
- Assist with projects and coordination with the CFO departments (Finance, Procurement and Risk Management) of responsibility as well as any assigned project manager. Assist in the planning and successful execution of projects to maintain smooth and effective workflows. Assist in the coordination of project team meetings.
- Collaborate with Aviation Authority departments to guarantee seamless execution of initiatives.
- Identify and resolve issues; manage expectations and offer recommendations for creative solutions or workarounds based on knowledge of priorities, development roadmap, and contributing factors.
- Organize complex data, design spreadsheets and PowerPoint presentations, etc. Compile and evaluate data from multiple sources into presentations or reports; research information using independence regarding sources.
- Assemble and coordinate, as needed, the activities of personnel involved in projects, providing direction and support as needed. Assist in coordination amongst all operations groups as needed.
- Coordinate travel schedules and arrangements and reconciling, preparing and submitting complex expense reports, including international travel.
- Review project deliverables for completeness, quality, and compliance with established standards.
- Manage organizational initiatives updates to the strategic plan dashboard.
- Assist other Executive staff and serve as a backup to Executive Administrative, Finance, Procurement and Risk Assistants as needed.
- Identify issues; manage executive team's expectations and offer recommendations for creative solutions or workarounds based on knowledge of priorities, development roadmap, and contributing.
- Manage the preparation of Board and Committee memos, presentations, etc. as assigned; perform research as needed
- Attend meetings on with CFO , document and follow up on action items and provide status of projects as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and four (4) years of related administrative support experience at an executive level or an equivalent combination of education, training, and experience. Knowledge of Florida State Sunshine Law and State Public Records

Law preferred. Experience in municipal and/or county/state governmental agency or in a legal firm with responsible administrative experience highly desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Strong organizational skills and attention to detail
- Knowledge of Florida State Sunshine Law and State Public Records Law
- Ability to multitask and change priorities as needed
- Strong oral and written communications
- Excellent oral and written, grammar skills
- Ability to deal professionally and effectively with high profile individuals
- Ability to maintain confidentiality and manage proprietary information and sensitive situations
- Basic negotiation 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
- 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.
- Experience with public organizations preferred.
- Project Management Professional (PMP) 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 position might exercise independent 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 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

Assistant Manager, Administration

Department: Executive Administration Date: July 8, 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		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/CFO Date

Chief Executive Officer Date

Human Resources - Compensation Date

Assistant Manager, Lock Shop

Department: Security

Date: 3/31/2025

Immediate Supervisor: Manager, Access Control & Security Compliance

Pay Level: L24

POSITION SUMMARY:. Assist in planning, coordinating, and overseeing the activities of the Lock Shop for the Greater Orlando Aviation Authority (GOAA), ensuring the effective operation and maintenance of all locking mechanisms, equipment, and devices. Collaborate with management to schedule daily work orders, monitor worksites, and supervise team performance. Support the implementation of proficiency training programs for employees to enhance their expertise with assigned equipment and ensure adherence to organizational 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:*

- Responsible for planning, organizing and supervising the daily operations of the Lock Shop. Lead efforts to maintain, install, and ensure the operational integrity of equipment locking mechanisms across all devices, fostering compliance and efficiency within the team.
- Oversee and ensure that all work performed by shop personnel consistently adheres to established quality control and safety standards, while ensuring compliance with all applicable federal, state, and local codes. Take a proactive role in evaluating processes, implementing improvements, and providing strategic guidance to maintain operational excellence and regulatory compliance.
- 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.
- Oversee the performance and development of employees within the assigned area, driving engagement, efficiency, and achievement of team objectives.
- Delegate 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.
- Take ownership of identifying and analyzing issues within the assigned area, devising strategic solutions while collaborating with cross-functional teams to ensure successful implementation.
- Develop and monitor annual budgetary requirements.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in business or management, and four (4) years experience working as a locksmith in a 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 exercise independence 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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Paul Cook
box SIGN 4PJ97LV7-13Q2X989 Apr 6, 2025
Immediate Supervisor Date

Jonathan Cute
box SIGN 4W69KKV8-13Q2X989 Apr 7, 2025
Vice President, Security Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-13Q2X989 Apr 7, 2025
Vice President, Human Resources Date

FLSA:

EEO Category:

Manager Hours:

Shift Premium: N/A

Rotating Shift: N/A

JOB TITLE

Department: Date:

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:						

Paul Cook
box SIGN 4PJ97LV7-13Q2X989 Apr 6, 2025
Immediate Supervisor Date

Yolonda Mosby
box SIGN 4KQY8QXW-13Q2X989 Apr 10, 2025
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Airport Operations - Airline

Department: Airline Division Airline Division

Date: October 15, 2019

Title of Immediate Supervisor: Manager, Airport Operations – Airline

Pay Level: L25

POSITION SUMMARY: Assist in the management of the day to day operation, safety and security of the Greater Orlando Aviation Authority's (GOAA) airline related facilities; including the Federal Inspection Station (FIS), Airport Operation Center (AOC), and airside areas. Responsible for accuracy of billing related to facilities usage and the accurate and timely communication of information regarding flights and facilities. Support the department manager in the administrative, budgetary, and operational issues for the 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:*

- Oversee the daily operations of all airline related facilities.
- Coordinate and administer assigned Airline Division maintenance, services, operations and contracts.
- Manage the performance levels of Division contracted personnel, verifying contract compliance.
- Establish methods to integrate GOAA and contract personnel into effective teams to provide excellent customer service.
- Develop and implement training programs and effective skill development programs and processes. Monitor outcomes and suggest improvements as needed.
- Monitor staffing levels to maintain adequate coverage. Assist with adjustments as needed.
- Develop, implement, and train staff regarding emergency and contingency plans to maintain excellent customer service during system failure or other interruption of normal processes; modify plans and coordinate emergency response as needed.
- Assist with budget development and monitoring.
- Make recommendations as needed to support changes to existing procedures in order to enhance passenger and baggage processing, and/or confirm inclusion of all related charges.
- Investigate and respond to issues, concerns and complaints from users of GOAA's facilities and equipment.
- Coordinate with other GOAA departments, government agencies, airline representatives, essential service operators, tour operators and skycaps on operational and maintenance activities in the use of GOAA facilities.
- Provide operational direction and support to the staff (scheduling, training, evaluations, etc.).
- May be assigned responsibility for the international trash facility and overseeing the coordination and removal of GOAA controlled compactors/dumpsters and international trash from the airport property.
- Make recommendations, as needed, to support changes to existing policies and procedures for the Airline Division.
- 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 a related field and four (4) 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:

- Demonstrated supervisory and leadership skills
- Excellent oral and written communications skills and strong customer service skills required, multi-lingual skills desired
- Knowledge of Microsoft Office programs required; knowledge of a Resource Management System preferred
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- 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 ten (10) employees, indirectly supervises other Airline Division staff 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)*

- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion
- 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	10/17/19 Date	Department Assistant Director	10/17/2019 Date
Department Director	OCT 17, 2019 Date	Department Senior Director	10-21-2019 Date
Sr. Director, HR & Risk Management	10-23-19 Date		

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant 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	
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: 0 – 20 lbs				X		2
20 – 50 lbs					X	2
51+ lbs					X	2
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
Communication Radio			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor

10/17/19
Date

Department Director

OCT 17, 2019
Date

Human Resources - Compensation

10/21/19
Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Airport Operations – Landside

Department: Airport Operations – Landside Division
Date: March 10, 2021

Title of Immediate Supervisor: Assistant Director, Airport Operations – Landside
Pay Level: L25

POSITION SUMMARY: Assist in the management of the day-to-day operation of the Greater Orlando Aviation Authority's (GOAA) Landside Operations, by planning and providing direction to staff to ensure quality customer service, and safe, secure, and orderly operations in all areas of responsibility. Support the Assistant Director, Airport Operations – Landside with administrative, budgetary, operational, and personnel issues for the 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:*

- Manage the daily operations of all terminal related facilities and roadways. Confirm daily operations are in compliance with all applicable Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulations.
- Assist management and staff in establishing, implementing and monitoring methods to maintain excellent customer service.
- Develop and implement training programs, for proper development of staff, including emergency response to incidents.
- Provide operational direction and support to the staff (scheduling, training, verifying performance evaluations are completed, etc.).
- Investigate and respond to issues, concerns and complaints. Initiate recommendations to support changes to existing policies and procedures.
- Manage the performance levels of Division contracted personnel, verifying contract compliance.
- Monitor the implementation and maintenance of the Landside Division portion of the Airport Emergency and Contingency Plans; adapt the Landside Division portion of the Plans to coincide with future airport development.
- Work closely with the City of Orlando Parking Bureau and Data Ticket, Inc. to maintain logistical support.
- Assist in preparation and management oversight of the departmental budget and in monitoring procurement card and other financial obligations, verifying proper and timely payment.
- Confirm proper issuance of parking citations in accordance with appropriate statutes and ordinances.
- Act as the Landside Division liaison with other GOAA departments, FAA, and TSA concerning terminal operational issues.
- 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.
- Responsible for the acquisition of documents relating to Public Record Requests within the Landside Operations Division to include redaction of information prior to submission.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation/Aerospace Management, Business Administration, Public Administration, or a closely related field and four (4) years aviation/aerospace experience in an operations related area, or an equivalent combination of education, training, and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated supervisory and leadership skills
- Excellent oral and written communication skills and strong customer service skills required; multi-lingual skills desired
- Strong familiarity with airport/aviation operations and appropriate terminology
- Strong familiarity with Federal Aviation Administration and Transportation Security Administration Regulations
- Proficient computer skills and knowledge of Microsoft Office programs.
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Strong 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
- Parking Enforcement Specialist Training certification within three (3) months of attaining position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) and indirect oversight of approximately ninety (90)

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 problem-solving skills
- 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	3-17-21 Date	Department Director	MAR 17, 2021 Date
Department Senior Director	03.17.2021 Date	Sr. Director, HR & Risk Management	3-25-2021 Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Airport Operations - Landside

Department: Airport Operations – Landside Division

Date: March 10, 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	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	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:

3-17-21

Immediate Supervisor Date

MAR 17, 2021

Department Director Date

3/19/21

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Airport Operations – BHS/GSE

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

Title of Immediate Supervisor: Manager, Airport Operations - BHS /GSE Pay Level: L25

POSITION SUMMARY: Manage the day-to-day operations of the Greater Orlando Aviation Authority's (GOAA) Baggage Handling System (BHS) and Ground Support Equipment (GSE) operations and facilities. Maintain the safe, secure, and expeditious movement of baggage and related documentation. Support the department manager in the administrative, budgetary, and operational issues. Perform area inspections as needed. Serve as a contact and liaison for air carrier and TSA personnel.

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 daily operations of the BHS / GSE department.
- Assist with the monitoring of staffing levels to maintain adequate coverage. Plan adjustments to staffing levels as needed.
- Supervise employees in assigned area. Provide operational direction; 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. Monitor outcomes of training and suggest revisions. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Investigate and respond to issues, concerns and complaints from users of GOAA's areas and equipment.
- Manage the performance levels of contracted personnel, confirming contract compliance.
- Coordinate activities with City, State and Federal Agencies, Airline Representatives, Essential Service Operators, Tour Operators and Skycaps as appropriate.
- Assist with the coordination and administration of BHS/GSE operations, maintenance, services, and contracts.
- Perform facility, system and area inspections to confirm contract compliance and overall safety of the BHS, GSE and PBBs.
- Identify operational trends and deficiencies in operations and implement solutions and programs to support continuous improvement and reliability.
- Make recommendations as needed to support changes to existing procedures in order to enhance passenger and baggage processing, and/or confirm capture of all related charges.
- Develop, implement, train staff for, and modify emergency and contingency plans to maintain excellent customer service during system failure or other interruption of normal processes.
- Assist with budget development and monitoring.
- Coordinate emergency response and contingency plans for the Division.
- Assist with establishing methods to integrate GOAA and contract personnel into effective teams to provide excellent customer service.
- Verify reports are generated and investigate damage to equipment, security breaches, or other incidents involving the BHS and GSE.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a related field and four (4) years experience in an airport/airline operations or maintenance environment, including some leadership responsibilities, or an equivalent combination of education, training and experience. Supervisory experience preferred. Experience with baggage handling systems at a medium to large hub airport or with sortation, distribution, or assembly systems desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Specialized knowledge of Baggage Handling Systems, Programmable Logic Controls' (PLC), industry standards, and baggage handling technology desired
- Knowledge of PBBs and GSE desired
- Exhibit an understanding of the technical and mechanical fundamentals of sortation systems, distribution systems, assembly systems
- Demonstrated leadership skills
- Demonstrated ability to troubleshoot, make appropriate decisions and follow-up to confirm issues are resolved in a timely manner and in the best interest of the customer
- Analytical and problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Excellent oral and written communications skills
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times and in potentially stressful, difficult, and confrontational times
- Strong computer skills including Microsoft office suite
- 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 supervise a staff of approximately six (6) employees, indirect oversight of other BHS/GSE staff and contracted personnel

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 problem-solving skills
- Complete subordinate performance evaluations, establish standards performance, writes procedure for a limited focus area, evaluate and enforce rules and 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:

	02/24/20		FEB 24, 2020
Immediate Supervisor	Date	Department Director	Date
	02-24-2020	Kathy E Bond	3-9-2020
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

Assistant 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	
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: 0 – 20 lbs				X		3
20 – 50 lbs				X		3
51+ lbs					X	2
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		3
Chemicals					X	1
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			3
Baggage Conveyor Systems/Ground Support Equipment			X			3
Communication Radio			X			3

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 2/24/20

Department Director — Date: FEB 24, 2020

Human Resources - Compensation — Date: 3/9/20

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Airport Operations (Lost & Found)

Department: Terminal Operations – Landside Division
Date: January 10, 2023

Title of Immediate Supervisor: Manager, Airport Operations (Landside)
Pay Level: L25

POSITION SUMMARY: Assist in the management of the day to day operation of the Greater Orlando Aviation Authority's (GOAA) Lost and Found operations by planning and providing direction to staff to maintain quality customer service and the safe and efficient operation of the areas of 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:*

- Manage the daily operations of all Lost and Found related activities. Confirm daily operations are in compliance with all applicable regulations policies and procedures.
- 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.
- Develop and manage Lost and Found program procedures, training programs for proper development of staff
- 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. Responsible for review of the accuracy in all reports and logs produced by the Lost and Found staff.
- Manage and 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.
- 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.
- Oversee 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:

Bachelor degree and four (4) years experience in an area related to airport operations or an equivalent combination of education, training, and experience. Previous supervisory experience required.

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 one (1) employee; indirectly supervises a staff of 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 limited supervision and general direction, exercising a high level of independent judgment and discretion
- High level problem-solving skills
- 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:

1-23-23
Immediate Supervisor — Date

1-23-22
Department Assistant Vice President — Date

MAGriffin JAN 23, 2023
Department Vice President — Date

01-23-2023
Chief of Operations — Date

1/23/23
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

Assistant Manager, Airport Operations (Lost & Found)

Department: Terminal Operations - 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:

1-23-23

Immediate Supervisor — Date

JAN 23, 2023

Department Vice President — Date

1-23-23

Human Resources - Compensation — Date

Assistant Manager, Airport Operations (Parking & GTS)

Department: Ground Transportation Services Date: August 15, 2023

Title of Immediate Supervisor: Manager, Airport Operations (Parking) Pay Level: L25

POSITION SUMMARY: Responsible for managing the day-to-day operation of Parking and Ground Transportation. To maintain the safe, efficient, and orderly movement of commercial ground transportation operations, public parking, and employee parking at Orlando International Airport (OIA). Provide interpretation and enforcement guidance of Parking Operations revenue collection procedures and the administration of Notices of Violation (NOVs) to commercial ground transportation operators. Verify and maintain contractor compliance of operational obligations as contractually required. Assist the Manager, Airport Operations in the budgetary, and operational issues for the Parking and Ground Transportation division and propose amendments to the Ground Transportation Rules & Regulations (GTR&R) for presentation to the Ground Transportation Committee.

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 daily administration and field operations of Parking and Ground Transportation; to include financial services, administration and operations.
- 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.
- Establish and maintain records and reports appropriate to area of responsibility.
- Oversee abandoned vehicle policies, processes, issuance of parking citations and coordination with the contracted tow company, including issue resolution.
- Plan for and coordinate excellent customer service during Parking Revenue Control System (PRCS) hardware and software upgrades, new technology and improvements.
- Utilize understanding of inter-related parking systems to participate in system testing; assist with the analysis of system data, modification and documentation of records.
- Oversee all Parking and Ground Transportation, including permit programs such as Mobile Food Units including compliance with airport, city, county and state laws and regulations.
- In conjunction with the Specialists, respond to, and resolve up to level of authority, various situations that occur at any of the parking facilities (equipment malfunctions, lane back-ups, vehicle incidents, etc.).
- Make recommendations, as needed, to support changes to existing policies and procedures for the Parking and Ground Transportation division including changes to the GTR&R.
- Oversee compliance of the Ground Transportation Concession agreement, Transportation Network Company (TNC) Operating agreements and the purchasing agreement for the towing of vehicles.
- Coordinate with GOAA maintenance and contractors for peak and holiday parking periods.
- Plan and coordinate the movement of special or large groups through the Airport, including convention registration booths at the Terminal.
- Provide support and coordination in the management of Authority policies regarding Distribution of Literature and Solicitation of Donations, and picketing agreements.
- Plan and coordinate Ground Transportation Committee Notice of Violation hearings and Public Workshop meetings.
- Monitor for proper functioning of the PRCS software (public parking, employee parking, E-Pass/Sun Pass system, management card program, commercial ground transportation operations, license plate inventory, valet, etc.) and

the Authority's Ground Transportation Revenue Control System, to ensure the accurate collection of approximately $110 million annually.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Airport/Airline Operations or related field and four (4) years experience in airport/airline operations, or an equivalent combination of education, training, and experience. Supervisor experience required; Ground Transportation and/or Parking Operations experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong familiarity with airport/aviation operations and appropriate terminology
- Strong familiarity with ground transportation local, state, and federal applicable regulations
- Knowledge in parking and ground transportation revenue control systems hardware and software
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required. Oracle, lease management system,
- Excellent oral and written communication skills and strong customer service skills required; multi-lingual skills desired
- Demonstrated supervisory & leadership skills
- Effective oral and written communication skills
- Strong analytical/diagnostic skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Demonstrated interpersonal skills with the ability to maintain professionalism and diplomacy at all times and in potentially stressful, difficult and confrontational situations
- Strong attention to detail
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately six (6) employees; indirectly supervises a staff of approximately eighteen (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 limited supervision and general direction; high level of independent judgment and discretion
- Participate in decisions and development of policies that affect the day to day operations of Parking and Ground Transportation
- Interpret existing contracts, regulations and policies applicable to daily decision making for Parking and Ground Transportation
- 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:

Zulai Perez box SIGN 42KXK7Q5-4279RVKW	Sep 1, 2023	Eric L. McClung box SIGN 1XVKVRZJ-4279RVKW	Sep 5, 2023
Immediate Supervisor	Date	Department Assistant Vice President	Date
Marquez A. Griffin box SIGN 18L78R71-4279RVKW	Sep 7, 2023	box SIGN 159VPQK1-4279RVKW	Sep 8, 2023
Department Vice President	Date	Chief of Operations	Date
box SIGN 4Q8XW3KX-4279RVKW	Sep 8, 2023	Randy Hudgins box SIGN 42KZV7VX-4279RVKW	Sep 8, 2023
Chief Operating Officer	Date	Vice President, Human Resources	Date

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FLSA: Exempt

Shift Premium: N/A

EEO Category: Professionals

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Airport Operations (Parking & GTS)

Department: Ground Transportation Services   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**			**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**		**X**			**3**
Revenue Control Equipment		**X**				**3**

SUPERVISOR COMMENTS:

Zulai Perez
box SIGN 42KXK7Q5-4279RVKW
Sep 1, 2023
Immediate Supervisor   Date

Marquez A. Griffin
box SIGN 18L78R71-4279RVKW
Sep 7, 2023
Department Vice President   Date

Angela Miranda
box SIGN 1XV2XRX8-4279RVKW
Sep 11, 2023
Human Resources – Compensation   Date

JOB DESCRIPTION

Job Title: Assistant Manager, Automation Projects
Date: January 10, 2018

Department: Information Technology
Grade/Level: Exempt; L31

Title of Immediate Supervisor: Manager, Automation Software

POSITION SUMMARY: Provide project management and oversee all aspects of automation projects including completion on time and within budget. Overall responsibility for managing scope, cost, schedule, outside vendors, and contractual deliverable. Coordinate the activities of project teams. Serve as primary liaison between user groups, project managers, stakeholders and the technical staff developing the solution.

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.*

- Manage multiple IT Automation projects, including but not limited to: technical reviews, budgeting, and estimating, scheduling, cost control, preparation of project documentation, and contract administration
- Define and/or integrate specific tasks, and related dependencies, interfaces and resources including systems/equipment, facilities, personnel, dollars and time; measure and/or assess progress and resource utilization
- Manage, monitor and control the initiation and progress of projects by overseeing the assembly of resources and work plan development to appropriate work schedules, in order to meet business objectives and priorities
- Review project plans, specifications, and change orders. Provide management with expert feedback and suggested solutions or corrections for problems.
- Manage the Information Technology relationship with all levels of customer management.
- Analyze and assess project risk issues. Make recommendations for managing, mitigating, and dealing with identified risks. Provide management with specific feedback, schedule impacts, change order requests, etc., along with a suggested solution or corrective procedures to prevent issues from occurring in the future.
- Produce and present reports as required by Authority management, prepare and present updates and project status reports to IT Governance Council (ITGC), etc.
- Arrange and coordinate project meetings among GOAA staff, consultants and contractors as required to execute the project through design/requirements, development/construction, test, and implementation phases
- Review progress, schedule, perform studies, and analyze technical data to confirm compliance with contract documents, specifications, GOAA policies and procedures.
- Monitor all phases of program and project development through closeout and final audits
- Maintain a portfolio of Automation project schedules, resources assignments, and financials using the Authority Enterprise Project Management System
- Perform other related duties as assigned

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in a related field and five (5) years of experience in a project management role overseeing complex Information Technology projects or an equivalent combination of related education, training and experience. Professional Project Management training and/or certification desirable.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Proven track record on managing successful projects, exhibiting good judgment
- Ability to analyze systems and data
- Strong communication skills in the areas of writing, speaking and listening
- Excellent interpersonal skills
- Detail oriented
- Ability to interface with staff and vendors seamlessly throughout the project life cycle
- Knowledge of PowerPoint, MS Projects, SharePoint, MS Word and Excel is desired
- Strong planning and organizational skills
- Demonstrated ability to gather and analyze facts, draw conclusions, identify and define problems and suggest solutions

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Project Management Professional certification is desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Oversight responsibility for assigned project personnel and contracted staff

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

- Work independently with little supervision or direction
- Extensive latitude in initiative, judgment, and authority
- High level technical problem-solving skills
- Judgment required to assess, analyze, research, and summarize technical data and processes, and develop/recommend direction, solutions
- Confirm compliance with policies, procedures, local, state, and federal statutes
- Make decisions in areas of expertise

APPROVAL SIGNATURES:

Immediate Supervisor — Date 2-14-18

K. Newcome
Chief Information Officer — Date 2.14.18

Kathy Bird
Senior Director, Human Resources & Risk Management — Date 2-14-18

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Assistant Manager, Automation Projects
Department Information Technology
Date January 10, 2018
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	2
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	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**
GOAA/Personal Vehicle					X	3
General office equipment (computer, fax, copier, etc.)	X					3

Supervisor Comments:

Immediate Supervisor — Date 2-14-18

Chief Information Officer — Date 2.14.18

Human Resources – Compensation — Date 2/14/18

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Aviation Planning and Development

Department: Planning Date: July 24, 2024

Title of Immediate Supervisor: Assistant Vice President, Planning Pay Level: L27

POSITION SUMMARY: Serve as the Greater Orlando Aviation Authority's (Aviation Authority) support staff member responsible for the development, implementation, and update of the Planning related aspects of the Airport Master Plan (MCO and ORL), the Airport Layout Plan, Exhibit A Map Book and select projects from conceptual planning inception through one or more phases such as: project scope, development of alternatives, refined concepts, cost estimating/project funding, final design, and bid and contract award, including coordination of project closing. Work in conjunction with local governments and other agencies relative to surface transportation and land development 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:*

- Assist with developing, implementing, and updating the Planning related aspects of the Airport Master Plan, Airport Layout Plan (ALP), Exhibit A, and select Aviation Authority projects (on- and off-airport airspace and tall structure issues, aerial photography and photogrammetry, small to mid-sized projects such as demolition, tenant, airfield and utility infrastructure expansion) 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.
- Complete technical planning analyses relating to short and long-term/ultimate airfield and other airport and aviation facility requirements. Prepare conceptual and layout plans, construction project cost estimates, drawings and studies for the development of airport and tenant facilities. Conduct site visits as needed.
- Assist in coordinating with local governments relative to Growth Management plans, Development of Regional Impact (DRI), Master Development plans, Land Use compatibility, noise overlays 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.
- Work on a wide range of real estate issues with other local governments and private entities. 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 Aviation Authority Board representative at MPO ("MetroPlan Orlando") meetings and represent Aviation Authority interests on the MPO Transportation Technical Committee and Plans & Programs Subcommittee.
- Interpret federal, state, and local regulatory agency requirements for departments and Aviation Authority senior staff relative to Transportation and Land Planning and Development issues which relate to their projects.
- Represent Aviation Authority 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 Aviation Authority's property maps, boundary surveys, easements and right-of way abandonment.
- Assist in the development and support updating of the Airport Capital Improvement Programs (CIPs), project funding strategies and preparation of agency grant applications.
- 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.
- Maintain regular contact with the FAA's Line of Businesses (LOB's) and other regulatory agencies.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor degree in Aviation Management, Planning or Engineering and four (4) years directly related work experience in aviation, 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. AAAE and/or APA-AICP related certifications preferred

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- A thorough understanding of both theoretical and practical aspects of airport and aviation/aerospace industry matters required
- Comprehensive knowledge as to methods of collection and analysis of planning data and the preparation of planning reports and studies
- Expert level knowledge of FAA and FDOT airport planning guidelines; airspace and land use related issues
- Strong oral and written communication skills and professional interpersonal relationship skills
- Excellent analytical skills, attention to detail
- Working knowledge of CAD/GIS programs
- Knowledgeable in the use of computers and familiarity Microsoft Office programs and airport aviation software applications
- Strong leadership skills to effectively oversee the work of multiple contracted staff

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's License

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 position might exercise independent and make decisions)*

- Work very independently, with little supervision or direction; substantial latitude in initiative and judgment
- Propose and implement recommendations for making the Authority compliant with internal requirements as well as regulatory agency statutes and mandates

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:

box SIGN 1XVRZ5R3-1XXJ6XRL
Aug 5, 2024
Immediate Supervisor Date

Brad Friel
box SIGN 4P956381-1XXJ6XRL
Aug 8, 2024
SR VP, Planning & Environmental Date

Randy Hudgins
box SIGN 42KZV7VX-1XXJ6XRL
Aug 20, 2024
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

Assistant Manager, Aviation Planning and Development

Department: Planning

Date: July 24, 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:

box SIGN 1XVRZ5R3-1XXJ6XRL

Aug 5, 2024

Immediate Supervisor Date

Brad Friel

box SIGN 4P956381-1XXJ6XRL

Aug 8, 2024

SR VP, Planning & Environmental Date

Natalia Londono

box SIGN 4Z79XV2Z-1XXJ6XRL

Aug 20, 2024

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Building Services

Department: Maintenance | Date: December 17, 2019

Title of Immediate Supervisor: Manager, Building Services | Pay Level: L23

POSITION SUMMARY: Assist the Manager, Building Services in initiating, planning, organizing, and managing all building services contracts at Orlando International Airport (OIA) and satellite buildings. Supervise, schedule, train, and monitor the Custodial Services Inspectors associated with those 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 daily supervision, leadership, and direction to the Custodial Services Inspectors assigned to contract inspection activities. Establish work practices, provide scheduled training, and maintain all necessary administrative records.
- Review and verify contractor pay requests for accuracy and compliance with the contract terms and conditions. Validate costs, estimates, and additional work requests outside the scope of each contract.
- Assist in confirming proper contractor staffing levels, equipment status, contractor performance of all functions in accordance with the contract requirements, as well as coordinating contractor activities to maintain minimal disruption to the various airport tenants and to the traveling public.
- Assist in the development of contract specifications and in the writing and reviewing of contracts, addendums, amendments, and bid proposals; assist in administering contracts to include, but not limited to: Terminal Janitorial, Satellite Buildings Janitorial, Office Space Janitorial, Parking Garage Janitorial, Parking Lot Cleaning, High Rise Glass/Wall/Canopy Cleaning, and Pest Control at OIA.
- Assist in evaluating procedures and practices in an effort to achieve high quality and quantity of work at the most reasonable cost.
- Assist in gathering data and evaluating requirements for O&M and Capital budget preparations. Assist in administering annual budgetary requirements for areas within his/her responsibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Business Administration or related field and six (6) years of experience in large public facilities such as a major airport , convention center, arena, etc. working in a janitorial, maintenance, or administrative capacity, with hands-on knowledge of janitorial and maintenance operations/contract administration, or an equivalent combination of related education, training and experience. Supervisory/Lead experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to work independently with accuracy
- Knowledge and understanding of janitorial and maintenance operations
- Able to interpret, define and communicate the legal requirements of contract documents
- Able to read and interpret local and federal regulations, certifications, registrations, licensing, operational procedures, technical data and drawings
- Ability to pay attention to detail and meet deadlines; possess strong organizational skills including ability to prioritize to maximize productivity and efficiency
- Working knowledge and experience in maintaining contract files and enforcing contract provisions.
- Excellent verbal and written communication skills

- Demonstrated ability to plan, prioritize, organize, schedule and manage to completion multiple tasks at the same time
- Effective leadership/supervisory skills
- Proficiency in Microsoft Office programs or similar applications to perform business, financial and operational analysis; prepare and make presentations
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Must have the ability to maintain professionalism and diplomacy at all times while interacting with Aviation Authority management, employees, tenants, contractors, and the traveling public
- Must be willing and able 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 eight (8) employees as well as assisting in the oversight of contracted service staff

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

- Work independently under limited supervision and general direction, exercising a high level of independent judgment and discretion
- Make decisions regarding employee scheduling; provide consideration of extra services requests
- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities

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:

	1/14/2020		1/14/20
Immediate Supervisor	Date	Department Assistant Director	Date
	1-14-2020	Kathy E Bond	1-17-2020
Department Director	Date	Sr. Director, HR & Risk Management	Date

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FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Building Services

Department: Maintenance

Date: December 17, 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			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		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			2
Insects				X		1
Heights, Confined Areas					X	1
Excessive Noise						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
Radio/Cell Phone	X					3

SUPERVISOR COMMENTS:

	1/14/2020		1-14-2020
Immediate Supervisor	Date	Department Director	Date
	1/21/20		
Human Resources - Compensation	Date		

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Business Automation

Department: Information Technology Date: February 19, 2018

Title of Immediate: Manager, Automation Software Pay Level: L31

POSITION SUMMARY: Responsible for direction, supervision, and coordination of the Business Automation group to support the Authority's business automation systems. Responsible for all aspects of the group's 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:*

- Facilitate the direction of the Business Automation Systems group to maintain effective support and service for the Authority's operations.
- Manage complex application analysis, design, development, implementation, integration, enhancement and maintenance of complex systems.
- 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.
- Define standards and guidelines for monitoring systems, applications and interfaces for performance error conditions. Manage work with support teams to resolve problems with little downtime and minimal loss of data.
- Establish and maintain standards for the security and integrity of supported databases, the enterprise integration and infrastructure.
- Guide database /applications software updates in accordance with any maintenance contracts or as necessary to keep systems within recommended version guidelines.
- Confirm that application deliverables from the development teams can properly plug into the deployed infrastructure. Guide the creation of and analyze documentation of processes or portions of processes that are identified as candidates for automation.
- Maintain current knowledge of developments in both hardware and software so that upgrades and installations are performed as efficiently as possible, including all relevant adjustments to system.
- Monitor software licensing usage and maintenance of supported systems software 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.
- Collaborate with management in the preparation of the Automation Software 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.
- 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.
- Manage employees, labor efforts and deliverables as obtained by and designated under Authority contracts
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Computer Science or related field, and five (5) years' experience as DBA 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 the deployment and management of the Authority's applications including but not limited to enterprise, mobile and operational applications. Supervisory/leadership experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent verbal and written skills
- Excellent documentation skills
- Judgment and knowledge to provide proper advice and recommendations to managers and employees at all levels
- Demonstrated ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Knowledge of GIS, Document Management, Mobile, and Asset Management applications
- Knowledge of data processing concepts, client server technology and database design
- Demonstrated leadership/supervisory skills
- Ability to prioritize and effectively handle multiple projects

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five (5) 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)*

- Works independently with little supervision or directions – substantial latitude in initiative, judgement, and authority
- High level technical problem-solving skills
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.

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:

2-20-18
Immediate Supervisor Date

Kathy E Bond 2/27/18
Sr. Director, HR & Risk Management Date

02/20/18
Chief Information Officer Date

DWS

FLSA: Exempt
EEO Category: Professional

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Business Automation

Department: Information Technology

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		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:

2-20-18

Immediate Supervisor Date

J. Newsome 02/20/18

Chief Information Officer Date

Cathy Vianne 2/20/2018

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Business Development

Department: Air Service Development | Date: January 11, 2024

Title of Immediate Supervisor: Assistant Vice President, Air Service | Pay Level: L25

POSITION SUMMARY: Foster the development of business opportunities that result in increased brand recognition for Orlando International Airport and the airlines serving the airport in order to grow Orlando-originating traffic.

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, research new business opportunities for MCO's airlines
- Plan and organize local sales calls to corporate travel departments and agencies, when applicable with Manager, Air Service and Business Development.
- Identify, establish and maintain positive working relationship with community partners in order to enhance MCO's position in the Central Florida Community and to increase support with air service development efforts
- Identify, establish and maintain ongoing relationships with the local business community, travel agencies and corporate travel departments of companies in the region to build awareness of MCO's airlines, routes and support future air service development efforts
- Establish and maintain frequent contact with the sales and marketing teams for the airlines serving MCO to stay abreast of their efforts, providing new business leads, providing introductions to MCO's community partners and businesses in order to foster Orlando-originating traffic
- Plan and execute airline sales and/or network planning familiarization tours and/or events for MCO and the Central Florida region
- Represent MCO at travel/trade conventions, travel agent and consumer shows
- Manage MCO's sponsorship of airport/airline/tour operator-related events, travel trade shows, travel industry meetings, and airline planner events
- Manage the planning and execution of inaugural flight celebrations, activations and promotional activities
- Develop and create content for the MCO Travel newsletter to support communications with local business development efforts, including developing content, drafting and scheduling deployment
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Business, Marketing, Aviation Management, or related field and five (5) years experience in marketing, economic development and/or airline and/or travel sales; or an equivalent combination of education, training and experience. Airport/airline/travel industry marketing related experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge identifying pipelines for new business growth, including new markets, new distribution channels, or new products
- In-depth knowledge of the aviation/tourism and/or corporate travel industry
- Excellent oral and written communications skills
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times
- Social awareness and cultural sensitivity are necessary to build professional relationships
- Proficiency to adjust to new situations and change your actions as needed.

- High level planning and organizational skills
- Strong analytical, presentation and problem solving skills
- Advanced working knowledge of and experience with software including MS Office and Salesforce (CRM) products
- Ability to prioritize, work independently, manage multiple assignments and meet deadlines
- Able to communicate clearly in English; ability to be fluent multi-language skills desired (preferably Portuguese, Spanish, Japanese or Chinese)
- Ability to travel domestic and/or international at least 10% of the time
- Willing and able to work a flexible schedule including evenings, weekends, and holidays to accommodate business 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 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:

Juliana J Pena Perez
box SIGN 17KQ7X7V-4W67P3ZV
Feb 6, 2024
Immediate Supervisor Date

Victoria Jaramillo
box SIGN 4YRKR268-4W67P3ZV
Feb 9, 2024
Chief Development Officer Date

Randy Hudgins
box SIGN 42KZV7VX-4W67P3ZV
Feb 9, 2024
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

Assistant Manager, Business Development

Department: Air Service Development

Date: January 11, 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:

Juliana J Pena Perez
box SIGN 17KQ7X7V-4W67P3ZV
Feb 6, 2024
Immediate Supervisor Date

Victoria Jaramillo
box SIGN 4YRKR268-4W67P3ZV
Feb 9, 2024
Chief Development Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-4W67P3ZV
Feb 10, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Communications Systems

Department: Information Technology
Date: October 31, 2021

Title of Immediate Supervisor: Manager, Unified Communications
Pay Level: L31

POSITION SUMMARY: Responsible for managing the Communications Systems team to provide effective delivery of services. Responsibilities include planning, coordinating and directing all activities supporting Unified Communications business solutions. Responsible for service and maintenance of Telephony Services, Voicemail, Interactive Voice Response, Audio and Video Conferencing. 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 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:*

- Oversee the effective operation and management of communications systems
- Supervise effectively to maintain a well-trained, motivated and professional staff. Train, schedule, monitor time, complete performance evaluations, recommend disciplinary action as needed, participate in interview process with recommendations given considerable weight.
- Maintain excellent service levels to the user community
- Develop and adapt plans and priorities to address resource and operational challenges
- Assist the Manager with developing strategies and plans, defining and reaching milestones, and implementing new unified communication technologies
- Work with Authority, tenant and other staff to resolve communications problems and for analysis of new and existing systems
- Provide oversight of the financial accounting system reporting schemes and input for the operational budgeting process
- Compare cost of providing communications services against the actual rates and charges invoiced to customers. Recommend rate and charge adjustments as necessary.
- 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.
- Coordinate and manage outsourced resources and vendors
- Verify analyses 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. Complete telephone rates and tariff studies. Analyze invoices received by the department, make adjustments, assign credits, and make payments. Compare the cost of 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 communications network.
- 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
- 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science or a related field and five (5) years of experience in a related field, or an equivalent amount of education, training and experience. Understanding of accounting practices desirable. Must have a proficient knowledge of IP Telephony and a high level of experience with Unified Communications systems.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must be proficient in IP Telephony and the integration of Enterprise data and Telecom Networks, able to provide proper advice and recommendations to managers and employees at all levels
- Must have a proficient knowledge of VoIP and Unified Communications solutions
- Knowledge of IP protocol configurations in Networked [Ethernet] environment
- Telecom experience and/or certification
- Solid understanding of computer networking, information technology and telecommunications
- Must have excellent analytical skills related to the job functions and requirements
- Excellent verbal and written skills, demonstrated customer service skills, and ability to interface well with staff and others
- Must be a self-motivated individual who can work independently and perform with minimal direction
- 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
- Demonstrated supervisory or leadership skills
- Ability to prioritize and handle multiple tasks effectively

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) 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 supervision or direction
- Extensive latitude in initiative, judgment, and authority
- Sound judgment and creativity in solving highly complex technical problems

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:

2/23/2022

Immediate Supervisor Date

Pete Pelletier 02/23/2022

Department Director Date

Kathy E Bond 2-24-2022

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

Assistant Manager, Communications Systems

Department: Information Technology

Date: October 31, 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			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
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:

2/23/2022

Immediate Supervisor Date

Pete Pelletier

02/23/2022

Department Director Date

2/24/22

Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Assistant Manager, Concessions	Date: March 31, 2014

Department: Concessions	Grade/Level: Exempt; L 26

Title of Immediate Supervisor: Manager, Concessions

POSITION SUMMARY: Provides contract drafting, evaluation and research support to the Manager, Concessions and related assistance to the Concessions Administrators. Serves as department authority for all issues relating to Space Management System database, GIS and OASIS systems. Assists Administrators with non-standard or complex tenant issues. Administers assigned tenant agreements through all phases of the process. Represents the Authority in assigned matters pertaining to Greater Orlando Aviation Authority concessions.

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.*

- Draft standard and non-standard lease documents and amendments and forward for management and legal counsel review, ensuring consistency Authority-wide
- Develop assigned Request for Proposal (RFP) documents. Coordinate evaluation of proposals by finance and small business.
- Provide research support and statistics for non-standard agreements and concession agreement negotiations. Develop proposals for non-standard implementations (pilots, etc.); research and suggest non-traditional concession ideas.
- Monitor assigned tenants, ensuring compliance with all lease terms and conditions. Perform inspections of tenant facilities, noting adherence to opening/closing on time, staffing levels, etc.
- Track sales and financial data for assigned tenants. Coordinate with Finance department to ensure compliance with their requirements.
- Department authority for space management system and related databases. Maintain and populate the Space Management System database and coordinate modifications to base drawing with CADD support personnel. Review GIS space attribution; approve changes, updates, upgrades, customization and testing in OASIS, and provide required or requested reports to Planning. Coordinate with Planning, Construction and Maintenance as needed to initiate changes resulting from capital improvement projects.
- Monitor and recommend updates to policies and procedures, including the Significant Event Guidelines, Graphics Policy, Tenant Design Guidelines, etc. Prepare, manage, and document updates to departmental processes, policies and procedures.
- Enter assigned new concession agreements into PROPworks, ensuring compliance with stated financial terms and contract requirements.
- Liaison with assigned tenants to ensure prompt response to concerns/issues raised by the Authority and its customers. Provide assistance to tenants on matters requiring intervention by other GOAA departments. May be present to support openings, special events, etc.
- Coordinate tenant participation in the Design Review Committee ("DRC") process. Assist assigned tenants in DRC preparation; ensure plans submitted by concessionaires comply with GOAA standards and DRC approvals/comments or required changes. Provide technical and/or procedural guidance to Concessions Administrators.
- Develop and monitor the department's O&M, Revenue and Capital budgets and coordinate the annual budgeting process for Manager's approval.

- Assist in developing and implementing training for new Concessions Administrators.
- Coordinate review of assigned tenant construction documents and assist tenant in pre-construction process. Serve as liaison with Construction/Engineering to ensure tenant improvements are delivered in a timely manner and in accordance with DRC approval.
- 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 department's records management program. Responsibilities include retention, disposal and retrieval of electronic and paper documents
- Assist in the development of a tenant training program and provide training as needed.
- May participate in interviewing and selection of employees.
- Act as designee in Manager's absence.
- Other special projects and duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:
Bachelor degree in Management, Marketing, Business, Public Administration or a directly related field and five (5) years experience related to retail, properties management, commercial lease management and/or contract management experience or an equivalent combination of related training, education and experience. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:
- Considerable knowledge of principles, practices, techniques, and methodologies of retail business, public administration, and legal desirable
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Ability to read, interpret, draft, and communicate the legal requirements of concessions contracts and documents
- Ability to read and interpret construction blueprints, schematics, drawings and architectural renderings and floor plan drawings, and analyze aesthetic design issues as they relate to GOAA design standards
- Knowledge of standard space management practices and techniques to assist clients in developing space requirements; layouts, designs and timetables for build-out of space
- Proficient computer skills (Authority's current spreadsheet, database, word processing and graphics programs desirable) to perform financial and general business analysis, prepare documents, exhibits and presentations. Familiarity with Adobe, PROPworks, OASIS preferred.
- Excellent interpersonal, communication, and written skills and able to effectively interact with internal and external customers, technical and non-technical personnel. Bilingual or multilingual abilities a plus.
- Demonstrated leadership skills
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Authority in a professional manner
- Ability to physically visit all tenant areas
- 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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*
- May supervise up to two employees

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 in performing analyses, conducting final review of agreements, effectively maintaining assigned systems
- Frequent day to day customer contacts in which Authority's policies and procedures must be consistently and accurately represented. Required to provide high standard of customer service with professionalism and efficiency.

APPROVAL SIGNATURES:

Tracy C. Harris — 04/08/14

Immediate Supervisor — Date

04/08/14

Deputy Executive Director — Date

Kathy E Bond — 2-9-14

Director of Human Resources — Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Assistant Manager, Concessions
Department Concessions

Date March 20, 2014
Section 221

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				2
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	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						

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	2
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Company Vehicle					X	1
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

C. Harris 04/08/14
Immediate Supervisor /Date

04/08/14
Deputy Executive Director /Date

Assistant Manager, Contract Administration and Reporting

Department: Procurement Services — Date: December 6, 2023

Title of Immediate Supervisor: Senior Manager, O & M Procurements — Pay Level: L27

POSITION SUMMARY: Responsible for planning, organizing, and coordinating the day to day operations for Procurement Services contract administration in accordance with Greater Orlando Aviation Authority's (GOAA) policies, regulatory statutes and federal agencies, as applicable. Manage contract files, expiration dates, bond, insurance and other compliance documents to confirm the Authority's contractual rights are protected. Maintain logs and databases; maintain and update procurement statistics, spend management and provide annual reporting. Provide statistical reports, perform research and provide tracking documents. Manage the Contract Management System and confirm the information is accurate and up to date. Manage contract compliance to verify each Contractor is performing its requirements under the contract.

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 contract requirements, documentation and suspense dates for contract expiration, insurance certificates, performance and payment guarantees/bonds and other documents.
- Verify Procurement Agents and customers are notified in advance of contract expiration dates to maintain timely routine renewals or re-bid of needed services.
- Supervise and review the accuracy of contract data in the Contract Management/eProcurement System database.
- Review completed financial audits of contracts and confirm the accuracy of data entered into the Contract Management/ eProcurement System.
- Review and provide statistical analysis regarding procurement statistics, spend management, MWBE/LDB participation and direct awards, and other procurement activity. Responsible for the annual Procurement Activity Report.
- Responsible to oversee upcoming procurement reporting and assist with the Aviation Authority's wide quarterly procurement planning meetings with Aviation Authority Leadership
- Verify contracts/agreements are set up in the Contract Management/eProcurement System and the information is accurate and updated as needed.
- Coordinate with Procurement Agents and Authority Authorized Representatives (AAR) to continually evaluate contractor performance; prepare compliance reports based on contract requirements and closed out contracts reports.
- Serve as system administrator for the Contract Management System and back up for the eProcurement System including but not limited to working with Information Technology (IT) to maintain and implement system updates, recommending updates and changes, and developing new phases, testing and reporting features to service user departments.
- Train end users on the Contract Management System and update user manuals; conduct annual training on the system in a classroom or individual setting as needed.
- Work with IT to develop tests and serve as the administrator to a contract compliance system.
- Oversee the set-up of contract headers and blanket purchase agreements for new contracts and confirm revisions and changes are made as needed.
- Prepare the annual procurement reports, SharePoint updates and contract compliance documentation.
- Attend and conduct meetings with Internal customers, as needed.
- Provide monthly Procurement Committee and Board notifications of procurements, contracts and amendments that where approved based on appropriate delegated authority and did not require Procurement Committee or Board approval.

- Confirm active contracts are available in the central contract file and available to GOAA end users; oversee Manage Procurement Service's intranet webpage. Add events, update main page, keep forms current, add and remove bid documents, etc.; update Procurement Service's information on the GOAA website.
- Remain current in knowledge of procurement principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Effectively builds relationships with End-User Departments.
- Oversee the management of Supplier's Bonds (such as Performance Bonds).
- Oversee the management of Supplier's Certificate of Insurance documentation.
- Provides process-oriented strategies to enhance organizational effectiveness.
- Participate in Policy reviews and provides feedback for improvements.
- Participate in strategic planning for the Procurement Services Department.
- Back-up for the update of individual project reports and issue of the weekly Procurement Project Status report; log and maintain Project Initiation Forms (PIF) for new projects when 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 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.
- Mentor subordinates and provide staff development for succession planning.
- 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 five (5) years of progressively responsible work experience in procurement and contracts administration with a public entity, or an equivalent combination of education, training and experience. Supervisory or leadership experience 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, contract compliance and enforcing contract provisions.
- Intermediate to advanced Microsoft Office program skills (Word, Excel, PowerPoint, etc.) required, working knowledge of Oracle and an eProcurement system preferred
- Working knowledge of contract language, enforcement of contract requirements, and resolution of contract disputes.
- Remain current in knowledge of procurement principles; Authority policy, procedures, methods and accepted operational processes; demonstrate proficiency in their practical application
- Familiarity with State of Florida Contracts, and statutes pertaining to public procurement
- Demonstrated ability to work independently, analysis and problem resolution skills
- Excellent interpersonal, verbal and written communication skills and able to effectively interact with internal and external customers
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Basic negotiation skills
- Demonstrated leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current certification as a Certified Professional Public Buyer (CPPB), Certified Public Procurement Officer (CPPO), Certified Purchasing Manager (CPM), certification from NCMA, or an equivalent certification required at time of hire or within two (2) years of hire/promotion

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)*

- Rely upon experience and judgment to 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
- Work independently under little supervision, high level of independent judgment, discretion 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:

Olimpia Lonsdale
box SIGN 42K96RWV-1J5RZZ62
Feb 15, 2024
Department Assistant Vice President Date

Kelly Loll
box SIGN 15QY5K9L-1J5RZZ62
Feb 16, 2024
Department Vice President Date

Randy Hudgins
box SIGN 42KZV7VX-1J5RZZ62
Feb 16, 2024
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

Assistant Manager, Contract Administration and Reporting

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) **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				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
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:

Olimpia Lonsdale
box SIGN 42K96RWV-1J5RZZ62
Feb 15, 2024
Department Assistant Vice President Date

Kelly Loll
box SIGN 15QYSK9L-1J5RZZ62
Feb 16, 2024
Department Vice President Date

Natalia Londono
box SIGN 4Z79XV2Z-1J5RZZ62
Feb 16, 2024
Human Resources - Compensation Date

Assistant Manager, Maintenance Contracts (Interiors/Landscape)

Department: Facilities — Date: November 8, 2023

Title of Immediate Supervisor: Manager, Maintenance Contracts (Interiors/Landscape) — Pay Level: L26

POSITION SUMMARY: Assist the Manager in the planning, organization, and supervision of interior terminal refurbishment projects for existing facilities from inception through completion. Assist in the development and administration of contracts relating to Interiors and Landscaping services for the overall appearance of the Orlando International Airport. Review proposed projects for interior finishes, exterior landscapes and hardscapes, maintaining compliance with all applicable standards and codes. Develop and oversee the administration of contracts relating to Interiors and Landscaping.

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 of the 24 hour Landscape and Interiors operations, including development, modification, implementation, repair, and maintenance 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
  - Aquatic Weed Control
  - Interior plants and trees
  - Aquarium maintenance
  - Holiday decorations
  - Other areas as determined by appropriate authority
- Continuously evaluate procedures and practices, 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.
- Assist in planning the work of the Interiors and Landscaping areas; determine and establish manpower needs.
- 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 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 degree or an equivalent in-depth specialized training program that is directly related to the type of work being performed. Four (4) years of experience in contract or project administration in a large-scale operations/maintenance organization or an equivalent combination of education, training and experience. Supervisory experience preferred. Airport experience desired, including experience managing multiple alterations, maintenance, and construction projects.

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 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 (4) four employees; oversee contracted workers associated with all interior and landscaping contracts

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, and authority
- Coordinate operations and activities of projects in Construction, Landscaping, and Interiors, provide counsel for problems, evaluate performance and compliance with project and program objectives.

- Assist in the participation of 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 Maintenance Department
- 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:

Daisily Pagan	Nov 9, 2023	E. E.	Nov 10, 2023
Immediate Supervisor	Date	Department Assistant Vice President	Date
Gary M. Hunt	Dec 6, 2023		Dec 7, 2023
Department Vice President	Date	Chief of Operations	Date
	Dec 8, 2023	Randy Hudgins	Dec 8, 2023
Chief Operating Officer	Date	Vice President, Human Resources	Date

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FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Maintenance Contracts (Interior)

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			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	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
Radio/Cell Phone Communications			X			3

SUPERVISOR COMMENTS:

Daisily Pagan

box SIGN 4LW3YQKQ-4695L6Y8

Nov 9, 2023

Immediate Supervisor Date

Gary M. Hunt

box SIGN 46KZ55Y1-4695L6Y8

Dec 6, 2023

Department Vice President Date

box SIGN 1R6ZLY3Z-4695L6Y8

Dec 12, 2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Contracts

Department: Maintenance

Date: October 8, 2019

Title of Immediate Supervisor: Manager, Maintenance Contracts

Pay Level: L26

POSITION SUMMARY: Monitor the performance of assigned contracts, including but not limited to: Elevators/Escalators, Dynamic Messaging Signs, Fleet Vehicle/Fuel System Maintenance, Automated People Mover (APM) maintenance and repair contract(s) to confirm compliance with contract requirements and maximize transportation and systems availability. Verify equipment is properly maintained and that equipment reliability and operating efficiency are maintained for peak performance. Provide technical support, advice in the scope development and 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:*

- Monitor and evaluate contract compliance of assigned contracts with emphasis on standards of service, schedules, frequency of service, productivity, quality control and personnel utilization.
- Continuously evaluate procedures and practices, making recommendations to upper management for achieving high quality and quantity of work at the most reasonable cost. Plan for future replacements, upgrades, and/or refurbishments of equipment to minimize downtime and maximize system availability. Provide scheduling, project coordination, and support for related interdepartmental projects.
- Verify and approve contractors' pay requests and invoices, verifying accuracy and contract compliance. Develop and monitor annual budgetary requirements. Identify, prepare and support capital funding requests for equipment and system replacement or refurbishment in accordance with plans. Validate project costs, repair estimates, and additional work requests outside of the contract scope.
- Serve as Authority's Authorized Representative (AAR) for assigned contracts, and act as the liaison with regulatory agencies as required. Provide information to other GOAA departments in response to customer correspondence, complaints, and inquiries.
- Provide technical support, advice in the scope development and bidding of construction and maintenance contracts and monitor through contract execution. Interface with other GOAA departments, airlines, tenants, vendors, and consultants to provide coordination, problem identification and resolution.
- Assist in the preparation and review memorandum, letters, contracts, addendums, amendments, and proposals as related to the assigned contracts, including internal GOAA documents and external documents such as correction/performance notices to contractor(s). Maintain accurate records/files related to contractor's performance and contact compliance.
- Provide after-hours support for incidents regarding assigned systems; notify appropriate management personnel and maintain logs for reporting purposes; prepare reports as required.
- Assist in reviewing and evaluating incident reports for accidents/injuries related to equipment under contract and provide operational and technical information in response to settlement proceedings.
- Participate in and supports all efforts related to compliance with the Florida Department of Transportation (FDOT) and Federal requirements for the APM System Safety Program Plan (SSPP).
- Monitor compliance with applicable federal, state, and local codes and established maintenance and safety standards. Maintain compliance with Federal Aviation Regulations (FAR), Federal Aviation Administration (FAA), and Security regulations while operating on the Airport Operating Area (AOA). Submit annual, and per incident, accident and/or safety compliance reports to the FDOT and State of Florida.
- 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.

- Remain current on all GOAA emergency response procedures and maintain proper response as required. Provide and update emergency procedures specific to the elevator, escalator, fuel, and APM systems.
- May assist with related transportation systems as necessary.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Management, Engineering, or a closely related field, and five (5) years experience with maintenance and repair or maintenance contract administration of Elevators/Escalators, Automated People Mover Systems (APM), and/or Fleet Vehicle/Fuel System Maintenance or similar electro-mechanical systems; or an equivalent combination of closely related education, training and experience. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to read, understand and enforce contract specifications and drawings on a performance based contract
- Sound working knowledge of function and utilization of electro-mechanical equipment and/or evaluating the condition of mechanical and motorized equipment such as Automated People Mover (APM), Elevator/Escalator systems and Fleet Vehicle/Fuel System Maintenance
- Basic knowledge of essential safety equipment and protective devices
- Experience project scheduling, efficient time management, contract monitoring, and use of communication devices (two-way radios)
- Demonstrated ability to exercise good independent judgment
- Demonstrated attention to detail
- Intermediate computer-use skills, with emphasis on use of Microsoft Office programs required. Knowledge of Computerized Maintenance Management Systems desirable
- Analytical and problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Knowledge of federal, state, and local codes relating to assigned contracts
- Excellent oral and written communications skills in English
- Demonstrated leadership and/or supervisory skills
- Ability to maintain professionalism and diplomacy at all times while interacting with Aviation Authority management, employees and contractors
- Basic familiarity with fleet management and operations and general knowledge of fuel computer system
- 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 three (3) 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. High level of initiative, judgment and authority
- Independent judgment for technical issues is critical and required routinely on a daily basis
- 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:

	10/15/19		10/15/19
Immediate Supervisor	Date	Department Assistant Director	Date
	10/15/19	Kathy Bond	10-17-19
Department Director	Date	Sr. Director, HR & Risk Management	Date

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FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Contracts

Department: Maintenance

Date: October 8, 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

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: 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	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		3
Noxious Fumes				X		2
Chemicals					X	1
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			3
Communication Device (2 way radio)			X			3

SUPERVISOR COMMENTS:

10/15/19
Immediate Supervisor Date

10/15/19
Department Director Date

10/16/19
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Assistant Manager, Control Systems Date: May 4, 2016

Department: Information Technology Grade/Level: Exempt; L31

Title of Immediate Supervisor: Manager, Automation Software

POSITION SUMMARY: Responsible for direction, supervision, and coordination of the control systems group to support the Authority's physical access management, Access Control (ACS), video systems (CCTV and Display Walls) and related analytics. Supervises control systems staff and project teams. Oversees the Authority's ACS, video systems, and related analytics programs. Manages all aspects of the applicable design, effort and cost estimation, development, modifications, integration, and maintenance on new and existing applications, databases and integrations. Ensures system quality and conformance to standards.

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 application analysis, design, development, implementation, integration, enhancement and maintenance of complex systems
- Map business requirements to technology capabilities, identifying gaps and omissions and designing end-to-end solutions
- Responsible for production systems' online availability
- Supervise effectively to maintain a well-trained, motivated and professional staff. Train, schedule, monitor time, complete performance evaluations, recommend disciplinary action as needed, participate in interview process, etc. Advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Monitor and ensure quality of work for both GOAA and contracted staff.
- Participate in analyzing and resolving control system's computing and communications problems. Coordinate with other departments and offices, contractors, etc. as necessary to achieve a successful outcome.
- Assist Manager of Automation Software and/or lead in developing and implementing concepts and specifications and estimations for new control systems, and extensions of or improvements to current control systems
- Assist Manager of Automation Software and/or lead develop of standards and specifications for control systems' software and software modifications and develop and document as appropriate to the circumstances
- Assist the Manager with the development and implementation of best practices for system architecture, including build, run, performance, security, and backup with particular attention to data integrity
- Control revenues and expenses within systems group; work with Manager to ensure budget goals and objectives are met
- Oversee and participate in daily activities related to Physical Access Management, Access Control (ACS), Video Systems (CCTV and Display Walls) and Related Analytics; resolve problems and change management issues
- Maintain 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
- Monitor software licensing usage to avoid violations of concurrent licensing agreements and violations of copyright laws
- Collaborate with management in the preparation of the Automation Software's Systems budget

RESPONSIBILITIES (continued):

- Perform software installations and upgrades. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Configure solutions and produce security reports related to both CCTV and access control activities.
- Ability to add new and maintain existing cameras, encoders, configuration of network video recorders, and determine video storage and bandwidth requirements for the CCTV system
- Research, test, learn, plan and manage the support of new technologies and methods
- Responsible for the efficient operation of assigned activities, including computer operations, data control, operations support, and systems installation and maintenance
- Consult with personnel in other information systems sections to coordinate activities
- Clearly articulate activities and document solutions and routines; prepare activity and progress reports
- Provide input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported
- Work with multiple vendors' technical and application support to coordinate expedited, effective solutions; act as a point of contact for systems hardware and application service providers and vendors
- Work on project-based assignments, including as project lead when appropriate
- Adjust work schedule to include working late evenings and/or weekends when the need arises
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

Bachelor degree in a related field and five (5) years of experience in an information technology role in a complex business and systems environment. An equivalent combination of education, training, and experience may be considered. Supervisory/leadership experience required. Extensive experience with physical access management, Access Control (ACS), video systems (CCTV and Display Walls) and related analytics deployments, technical alternatives and knowledge of emerging technologies required. Experience with Quantum SAFE, NICE CCTV and Software CCure access control systems desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Advanced understanding of CCTV and ACS technologies
- Skilled in project management
- Demonstrated ability to manage personnel
- Strong ability to communicate technical concepts in a non-technical manner
- Excellent interpersonal communication (oral and written) skills
- Advanced experience of enterprise system deployments
- Self-motivated with ability to perform with minimal direction, using sound judgment and creativity in solving highly complex technical tasks
- Demonstrated ability to use professional etiquette when dealing with Authority personnel and outside vendors
- General comprehension of enterprise networking and server environments
- Exhibit self-sustaining initiative motivated to comprehensively learn and assume responsibility for new technologies
- Personal resolve to identify, take ownership of issues, and see through to resolution
- Desire and ability to develop and share proactive solutions and techniques with colleagues
- Ability to multitask various (and sometimes conflicting) priorities (projects and operational duties)
- Ability to operate in fast-paced, stress-inducing environment with a positive demeanor

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervises the work of approximately one (1) employee, oversees the work of contracted staff

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

- High degree of independence, minimal supervision
- Extensive latitude in initiative, judgment
- High level technical problem-solving skills

APPROVAL SIGNATURES:

Immediate Supervisor — Date 5/4/16

J. Newsome
Department Director — Date 5.4.16

Kathy Bond
Director of Human Resources — Date 5-6-16

Job Description Supplement - Physical Requirements and Working Conditions

Position Title: Assistant Manager, Control Systems
Department: Information Technology

Date: May 4, 2016
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		2
Walking				X		3
Sitting	X					3
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	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						

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	1
Excessive Noise					X	1
Other						
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Driving GOAA Vehicle					X	2
General office equipment (computer, copier, fax, etc.)	X					3

Supervisor Comments:

5/4/16

Immediate Supervisor Date

J. Newsome 5.4.16

Department Director Date

Assistant Manager, Customer Experience

Department: Customer Experience Date: July 19, 2023

Title of Immediate Supervisor: Manager, Customer Experience Pay Level: L26

POSITION SUMMARY: Analyze and coordinate resolution of customer service issues throughout the airport. Identify and establish working relationships with representatives from all airport entities to facilitate complaint resolution while maintaining a high degree of customer service. Provide travelers with requested information. Assist with special activities and projects, such as travel assistance for special needs individuals.

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 customer satisfaction issues from a variety of sources including but not limited to: Guest Relations email, Customer Service telephone line, Social Media, feedback forms (Website), comment forms (Information kiosks), receptionist, airport employees, etc.
- Communicate with customer to verify understanding of the concern.
- Coordinate resolution of customer complaints and issues in a timely manner. Analyze situations to determine the best course of action to resolve. Contact appropriate entities for resolution of the concern, and notify customer of actions taken and contact information for responsible entities.
- Assist travelers by answering questions, providing them with information, referring them to appropriate entities for assistance, etc. When requested, assist special needs travelers by providing information and making appropriate contacts with other entities who can provide assistance.
- Serve as customer service lead for data management software and reporting systems; coordinate with other department users and monitor to confirm systems are being utilized effectively for optimal results.
- Manage the airport's customer relations programs such as MCO Paw Pilots, Sunflower Lanyard program, Family Assistance Working group, etc.
- Follow up as needed to confirm Risk Management and potential legal issues have been documented and processed appropriately.
- Establish and maintain excellent lines of communication and cooperation with representatives of entities throughout the airport.
- Maintain accurate records of issues and actions taken, assistance provided, etc.
- Participate with various Aviation Authority sanctioned teams and initiatives, and serve as an active member of the Customer Advisory Council.
- Assist with special projects and other customer service/training related assignments.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Communications, Management or Customer Relations and five (5) years experience in customer service and complaint resolution for a large, diverse entity, or an equivalent combination of education, training and experience. Broad knowledge of airport operations at Orlando International Airport strongly preferred. Experience with automated call/email recordkeeping systems preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated ability to analyze and interpret customer service issues, problem solve, and reach satisfactory resolution

- Strong conflict resolution abilities; able to remain calm in confrontational and/or stressful situations
- Experience/knowledge of general airport operations and Aviation Authority's airport wide customer service initiatives
- Excellent oral and written communication skills
- Exceptional interpersonal skills
- Attention to detail, timeliness, and follow-through skills required;
- Ability to work independently, make decisions, and resolve problems
- Demonstrated ability to represent the Authority in a professional and courteous manner
- Proficient in Microsoft Office applications (Word, Excel and Outlook)
- Able to speak, read and write in English; bi-lingual skills a plus
- 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 with limited supervision and general direction – exercising a considerable level of independent judgment and discretion
- High level problem-solving skills
- Work on issues that may affect customer service, relationships with other entities, employees and/or the public
- Evaluate situations, analyze options, and initiate or recommend 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:

Angela Howard
box SIGN 4LW8RX9X-4LW5X9Q8
Aug 25, 2023
Immediate Supervisor/AVP Date

Tawana Russell
box SIGN 46Z532JQ-4LW5X9Q8
Aug 23, 2023
Department Vice President Date

box SIGN 159VPQK1-4LW5X9Q8
Aug 23, 2023
Chief of Operations Date

Randy Hudgins
box SIGN 42KZV7VX-4LW5X9Q8
Sep 4, 2023
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

Assistant Manager, Customer Relations

Department: Customer Experience

Date: August 5, 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**		**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**	**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:

Angela Howard
box SIGN 4LW8RX9X-4LW5X9Q8
Aug 25, 2023
Immediate Supervisor/AVP Date

Tawana Russell
box SIGN 46Z532JQ-4LW5X9Q8
Aug 23, 2023
Department Vice President Date

Angela Miranda
box SIGN 1XV2XRX8-4LW5X9Q8
Aug 29, 2023
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Customer Service

Department: Customer Experience | Date: July 19, 2023

Title of Immediate Supervisor: Assistant Vice President, Customer Experience | Pay Level: L26

POSITION SUMMARY: Responsible for the effective and efficient operation of the customer service reception desk, paging and information centers located throughout the Orlando International Airport**.** Schedule, assign and monitor daily work assignments of GOAA staff. Provide staff orientation and wayfinding, TSA Divesting and Continuity of Operation Plan (COOP). Resolve non-routine issues. Assist manager with administrative functions; compile statistical data for comment card report.

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, oversee and supervise the day-to-day operation of assigned areas; develop, implement and coordinate staffing and procedures for GOAA employees that result in excellent customer service.
- Confer with the Transportation Security Administration (TSA) supervisors to provide safe and efficient flow of passengers through the TSA lines.
- Manage emergency response and crisis management to address customer needs; coordinate staff during emergency situations and COOP. Act as Alternate Resource Recovery Coordinator for Business Continuity Plan.
- Manage resolution of non-routine customer service issues.
- Coordinate with outside agencies such as Visit Orlando, FAA etc., in planning conferences and special events.
- Work with Visit Orlando and other organizations to coordinate meet and greet for conventions and special events.
- Coordinate with airport operations, communication center, airline representatives, TSA, ground transportation, etc. to resolve issues that may have an impact on customers.
- 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. Prepare and conduct performance reviews. Participate in interviewing and selection of employees. Initiate disciplinary action as needed. Provide for the safety and security of the work area. Manage work schedules, collateral materials, tracking of uniforms, etc. in a timely manner.
- Plan, provide or assign GOAA staff training and orientation as needed.
- Compile quarterly statistical data for comment card reports and generate customer comment information reports. Assist in the research and respond to comments as appropriate.
- Assist Manager with administrative functions as assigned.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Communications, Management, Customer Relations or related field and five (5) years experience in customer service management for a large, diverse entity, or an equivalent combination of education, training and experience. Broad knowledge of Orlando International Airport required. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong conflict resolution abilities; ability to diffuse and mitigate escalation of issues
- Demonstrated ability to establish good working relationships with other departments and agencies
- Excellent verbal and written communication skills
- Outstanding customer service skills

- Demonstrated leadership and/or supervisory skills
- Proficient in Microsoft office applications (Word, Excel, PowerPoint and Outlook) required
- Second language is a plus

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Direct supervision of approximately fourteen (14) GOAA 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
- This is a highly responsible, active and stressful position. Extremely busy at all information centers, reception desk and paging. Handle many inquiries from the traveling public. Assist stranded passengers due to inclement weather, airline cancellations, etc.
- High level of public exposure, 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:

Angela Howard
box SIGN 4LW8RX9X-1JPWPZ98
Aug 29, 2023
Immediate Supervisor/AVP Date

Tawana Russell
box SIGN 46Z532JQ-1JPWPZ98
Aug 29, 2023
Department Vice President Date

box SIGN 159VPQK1-1JPWPZ98
Aug 29, 2023
Chief of Operations Date

Randy Hudgins
box SIGN 42KZV7VX-1JPWPZ98
Sep 4, 2023
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Professionals

Rotating Shift: N/A

Physical Requirements and Working Conditions

Assistant Manager, Customer Service

Department: Customer Experience **Date:** July 19, 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					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
Other						
SUPERVISOR COMMENTS:						

Angela Howard
box SIGN 4LW8RX9X-1JPWPZ98
Aug 29, 2023
Immediate Supervisor/AVP Date

Tawana Russell
box SIGN 46Z532JQ-1JPWPZ98
Aug 29, 2023
Department Vice President Date

Angela Miranda
box SIGN 1XV2XRX8-1JPWPZ98
Aug 29, 2023
Human Resources - Compensation Date

Assistant Manager, Customer Service Training

Department: Customer Experience

December 23, 2024

Title of Immediate Supervisor: Manager, Employee Experience

Pay Level: L26

POSITION SUMMARY: Identify and implement methods to integrate our customer service philosophy throughout the community to enhance 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 through training opportunities.

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 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.
- Create content to contribute to employee communication via emails, websites, blogs, pocket guides, etc.
- Assist and contribute to the Recognition Program and communicate details to community partners.
- Represent the department in tenant meetings related to customer experience or any employee engagement events.
- Develop, implement, and monitor the Customer Service Training components of the Customer Experience department budget in partnership with the Vice President, Customer Experience.
- Serve as an active member of the Customer Service Advisory Council (CSAC), co-leading the Safety Team and other groups as assigned.
- 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 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 business administration, Communication, Education, or a training related field, and four (4) years of progressively responsible experience in customer service training, including a strong leadership role, or an equivalent combination of education, training, and experience. Experience in developing training programs and materials is required; supervisory experience is preferred. Relevant certifications in training and development are a plus.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of airport and Aviation Authority’s structure, goals, and objectives
- Understanding of current customer service framework
- Demonstrated presentation skills including being comfortable speaking in front of large groups and across all levels of the organization
- Strong facilitation skills
- Excellent oral and written communication
- Desire to provide exceptional training, employee engagement, and customer service opportunities for employees
- 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 two (2) Aviation 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	Interim Chief CX Officer	Date
Senior Manager, Human Resources	Date		

FLSA: Exempt

EEO Category: Professionals

Management Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Assistant Manager, Customer Service Training

Department: Customer Experience December 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				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**	**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**	**1**
Other						
SUPERVISOR COMMENTS:						

Immediate Supervisor	Date	Human Resources – Compensation	Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Electrical Systems

Department: Maintenance

Date: December 5, 2022

Title of Immediate Supervisor: Manager, Electrical Systems

Pay Level: L27

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

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 manager in leadership for the Electronics, Terminal Electrical, and Airfield Electrical programs and shops at OIA and OEA; oversee contract administration personnel and various electrical contracts.
- Administer the capital assets' replacement and renewal programs for all electrical systems.
- Provide leadership support of all electrical construction job order contracts, develop scope of replacement and renewal projects, inspect jobs in progress, generate close out procedures, and confirm that the Authority gets good value for its money.
- Work with manager to plan and organize maintenance activities & work plans, identify needs, develop maintenance schedules, coordinate with contract maintenance activities.
- Assist in the monitoring and control of personnel requirements, performance, equipment and material needs, and budget expenditures to ensure effective and efficient maintenance of the above areas.
- Review, study, and interpret architectural drawings, plans, and specifications for proposed projects prior to the bidding process; review construction drawings for accuracy and completeness.
- Assist in development of technical specifications, initiate the procurement process and participate through contract award, and ensure 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.
- 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.
- Maintain records and reports appropriate to area of responsibility.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Electrical Engineering or Construction and four (4) 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
- Leadership/Supervisory skills and the ability to build an effective team
- 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 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.
- Basic computer-use skills and Microsoft programs
- Basic knowledge of Computerized Maintenance Management Systems desirable
- Problem solving skills
- 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 Journeyman's Electrical License or equivalent
- Master Electrical license highly desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees and indirectly supervises a staff of approximately thirty eight (38) 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 independently with little supervision or direction, high level of initiative, judgment and authority
- Ability to provide proper advise and recommendations to managers and employees at all levels
- Counsel or develop solutions for unusual problems, handle non-routine situations
- Responsible for the quality and quantity of work performed by others (staff and contractors)

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:

1-10-2023
Immediate Supervisor — Date

1-10-23
Department Assistant Director — Date

01-12-2022
Chief of Operations — Date

1/17/23
Vice President of Human Resource

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Electrical Systems

Department: Maintenance

Date: December 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			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:

1-10-2023

Immediate Supervisor | Date

1-10-23

Department Assistant Director | Date

Angela Miranda 1/12/2023

Human Resources - Compensation | Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Emergency Communications

Department: Security

Date: December 17, 2019

Title of Immediate Supervisor: Manager, Emergency Communications

Pay Level: L25

POSITION SUMMARY: Manage the day to day operations of the Communications Center. Supervise and provide direction to all supervisory staff in order to maintain an effective operations. Provide project and administrative support to the Manager, Emergency Communications 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:*

- Manage the day to day operations of the Communications Center. Maintain compliance, establish, and revise operational procedure guidelines based on changes to regulations or observe deficits; submit changes to management for approval.
- Provide project and administrative support to the Manager, Emergency Communications as needed.
- Coordinate radio 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.
- Serve as an alternate Terminal Agency Coordinator. Provide FCIC/NCIC recertification testing to users in accordance with FCIC policy.
- Confirm that the agency is adhering to the "hit" confirmation policy as established by FCIC and NCIC for in-state and out-of-state "hit" confirmations. Verify all persons who operate an FCIC terminal that have access to NCIC are trained and certified
- Update written procedures that relate to the responsibilities, legalities and operational guidelines of the FCIC/NCIC systems; provide accurate and up-to-date manuals of all FCIC/NCIC systems; maintain and distribute FCIC/NCIC newsletters, operational & technical updates, training materials, videos or other related documents.
- Monitor the Communications Center operating budget and authorize expenditures.
- Assist in coordinating with consultants/contractors regarding radio, microwave, and satellite infrastructure equipment installations throughout the airport, maintaining FAA and other regulatory compliance as required.
- Coordinate Airport Announcement and Emergency Evacuation System testing; serve as alternate point of contact for maintenance contract paging system.
- Assist in the preparation of FDLE/FBI audits; assemble supporting documentation, statistics and logs; participate in exit interviews; establish any needed changes or corrections, and notify appropriate personnel.
- Attend quarterly county Public Safety Answering Point (PSAP) manager meetings, to confirm the Communications Center remains up to date with current standards and procedures.
- 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.
- 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.
- Perform duties of the Supervisor, Emergency Communications and Emergency Communications Dispatcher as assigned.
- Serve as a back-up to the Manager, Emergency Communications Center responsibilities in his/her absence.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration or a related field and four (4) years experience emergency dispatching with computers and fire/security alarm systems in fire, rescue, medical and police operations, to include (2) years satisfactory performance in an emergency communications supervisory role with the Aviation Authority, or an equivalent combination of education, training and experience.

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 five (5) employees; indirectly supervises a staff of approximately fifteen (15) 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:

Paul Cook 12-19-2019
Immediate Supervisor Date

C. Brian Sullivan 12-19-19
Department Director Date

Kathy Bond 12-23-19
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

Assistant Manager, Emergency Communications

Department: Security

Date: December 17, 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
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
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.

Paul Cook 12-19-2019
Immediate Supervisor Date

E. Brian 12-19-19
Department Director Date

12/23/19
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Assistant Manager, Ground Transportation Services Date: December 1, 2017

Department: Ground Transportation Services Grade/Level: Exempt; L25

Title of Immediate Supervisor: Manager, Ground Transportation Services

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POSITION SUMMARY: Oversee the daily operation of the two major components of Ground Transportation Services: (1) the Ground Transportation Services Permit Office, which includes permit issuance, revenue collection, and cost control, and (2) the Ground Transportation Enforcement staff to maintain the safe, efficient, and orderly movement of commercial ground transportation operations at Orlando International Airport. Provide interpretation and enforcement guidance of the Ground Transportation Rules and Regulations (GTR&Rs) and administer the issuance of Notices of Violation (NOVs) to commercial ground transportation operators. Support the department manager in the administrative, budgetary, and operational issues for the Ground Transportation Services Division, and propose amendments to the GTR&R for presentation to the Ground Transportation Committee.

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 permitting and operations of all commercial ground transportation companies including the Transportation Network Companies (TNCs).
- Oversee the parking validation program and all permits issued for non-public parking in the Employee Parking Lot (EPL) and terminal area to include all management, station managers, VIP, disabled, special parking, construction, and other temporary parking.
- System Administrator for the Authority's Ground Transportation Revenue Control System.
- Oversee permit process and compliance with the Authority's Mobile Food Unit Policy including compliance with airport, city, county and state laws and regulations.
- Oversee revenue collection for commercial ground transportation and employee parking.
- Make recommendations, as needed, to support changes to existing policies and procedures for the Ground Transportation Services Division.
- Assist the Manager of Ground Transportation Services in administering the Ground Transportation Concession agreement, Transportation Network Company (TNC) Operating agreements and the purchasing agreement for the towing of vehicles.
- Serve as Authority representative regarding GTR&Rs policy and procedures.
- Plan and coordinate Ground Transportation Committee Notice of Violation hearings and Public Workshop meetings.
- Plan and coordinate the movement of special or large groups through the Airport, including convention registration booths at the Terminal.
- Provide support and coordination in the management of Authority policies regarding Distribution of Literature and Solicitation of Donations, and picketing agreements.
- 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.

EDUCATION/EXPERIENCE REQUIREMENTS:

Bachelor degree and four (4) years experience in airport/airline operations, or an equivalent combination of education, training, and experience. Supervisor experience required; ground transportation and/or GTR&R enforcement experience preferred.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Demonstrated leadership, management skills
- Excellent oral and written communications skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required. Oracle, lease management system, revenue control system preferred
- Demonstrated ability to deliver excellent Customer Service.
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Excellent organizational skills
- Attention to detail

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 9; indirectly supervises a staff of approximately 6

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; high level of independent judgment and discretion
- Participates in decisions and development of policies that affect the day to day operations of Ground Transportation Services
- Interprets existing regulations and policies applicable to daily decision making for Ground Transportation Services

APPROVAL SIGNATURES:

Immediate Supervisor — Date: 12/04/2017

Senior Director — Date: 12-04-2017

Senior Director, Human Resources & Risk Management — Date: 12-6-17

Job Description Supplement
Physical Requirements and Working Conditions

Position Title: Assistant Manager, Ground Transportation Services Date: December 1, 2017

Department: Ground Transportation Services 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			2
Walking			X			2
Sitting			X			2
Lifting A. 0-20 lbs.					X	2
B. 21- 50 lbs.					X	2
C. 51+ lbs.					X	2
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		2

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**
GOAA Vehicle					X	3
Communication radio				X		3
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

Immediate Supervisor 12/04/2017 Date

Senior Director 12-04-2017 Date

Human Resources - Compensation 12/4/17 Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Maintenance Projects

Department: Maintenance | Date: April 25, 2023

Title of Immediate Supervisor: Vice President, Facilities | Pay Level: L26

POSITION SUMMARY: Provide project management oversight and coordination support to the Director of Maintenance, Assistant Directors of Maintenance and other Maintenance management staff. Provide project closeout management for construction turnover to Maintenance facility management responsibilities. Manage the System Safety Program (SSPP) for the Automated People Mover (APM) System. Act as the Operational Readiness Liaison and Representative for the South Terminal Project.

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 oversight and manage the coordination of maintenance elements of projects from design through completion. Responsible for the development of procedures and controls that facilitate a seamless transition from construction to Maintenance facility management responsibilities.
- Serve as Department Liaison with internal and external stakeholders including Construction, Engineering, Consultants, Authority's Owner Authorized Representatives (OARs) etc. Presents input to stakeholders and provides project closeout management related to construction turnover to maintenance operations.
- Attend meetings on behalf of the Director of Maintenance and provide status of projects; provide high-level administrative and reporting support to the Director of Maintenance; assist the Director of Maintenance in preparing for committee meetings; prepare board and committee memos, presentations, etc.
- Manage and direct matters related to the Maintenance department role in the System Safety Program Plan (SSPP), including but not limited to, administering and executing the Authority's annual FDOT submission and distribution of the SSPP Certification of Compliance, Revision Update, review and response to the FDOT's Letter of Concurrence.
- Manage the coordination of the Leadership Team, Contract Management Office (CMO) and Working Group Meetings; schedule, prepare agenda, coordinate agenda items with staff, take and post meeting notes, confirm all facts/figures ensuring accuracy and resolving discrepancies, respond to requests for information, identify, track action items and provide document control.
- Review compliance of the SSPP, coordinate the incident responses in conjunction with the Leadership Team and CMO, prepare and transmit the SSPP Monthly Hazard Log to DOT, provide support and recommendations to the Leadership Team, CMO, and Working Group for problem resolution.
- Provide oversight of the annual APM internal safety review, FDOT's Triennial Safety Audit; communicate with FDOT, other regulatory agencies, GOAA Leadership.
- Attend meetings on behalf of the Director of Maintenance and provide status of projects as needed; provide high-level administrative and reporting support to the Director of Maintenance, assist the Director of Maintenance in preparing for committee meetings; may prepare board and committee memos, presentations, etc. as assigned.
- Administer the Maintenance department Box.com website and SharePoint folders related to department/project administration; create subfolders, shared folders, authorize users, trouble-shoot the website for users and provide training and help as needed.
- Manage and review documents, including but not limited to, specifications, drawings, change orders, claim actions, O&M Manuals as directed. Provide management with feedback and suggested solutions or corrections for problems.
- South Terminal project Operation Readiness Liaison and Representative for the Maintenance Department; Develop and coordinate the Maintenance Department Operational Readiness Plan for initiatives related to transitioning construction activity to Maintenance Department responsibilities.

- Responsible for the development of procedures and controls that facilitates a seamless transition from construction to maintenance, resulting in satisfactory customer service. Manage the coordination of maintenance elements of the projects to include capital asset inventory, service contracts, staffing analysis, furniture/fixtures/equipment, budgets, operational procedures, emergency response, etc. as related to maintenance operations.
- Provide management of Maintenance department documentation in compliance with the State of Florida regulations for Public Records, Public Libraries and State Archives, Electronic Recordkeeping. Work in conjunction with the Aviation Authority Records Custodian.
- May serve as an Authority's Authorized Representative (AAR) for the performance of specified contracts; acts as a liaison with other GOAA departments.
- Manage special projects as assigned.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and three (3) to four (4) years of experience related to project management or public administration including document control, project coordination and support, regulatory compliance, etc., or an equivalent combination of education, training and experience. Knowledge of and experience with maintenance contracts/agreements and regulatory agencies in an airport setting preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Project management skills
- Basic 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 skills
- Ability to present information to groups desirable
- 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.
- 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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May directly supervise 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)*

- Works independently under minimum supervision, exercising considerable judgment and discretion.
- 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:

5-23-2023

Immediate Supervisor/Vice President Date

05-26-2023

Chief of Operations Date

5/30/23

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

Assistant Manager, Maintenance Projects

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	
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: 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:

5-23-2023

Immediate Supervisor/Vice President Date

05-26-2023

Chief of Operations Date

Angela Miranda 5/30/2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Material Control

Department: Purchasing
Date: October 10, 2018
Title of Immediate Supervisor: Manager, Purchasing
Pay Level: L25

POSITION SUMMARY: Plan, organize and oversee the operations of Material Control department including the Material Control, HBJ and Gardner warehouses. Control the proper receipt, storage and distribution of goods received by the Greater Orlando Aviation Authority's (GOAA). Oversee the inventory of GOAA fixed assets and the proper disposal of GOAA surplus property and lost-and-found items. Coordinate the proper handling and disposal of hazardous waste material.

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 oversee the operations of Material Control department including the Material Control, HBJ and Gardner warehouses.
- Manage the inventory master file and other material management data including vendor setup to maintain accurate and proper updating in the GOAA financial system. Run the daily max/min reports and set the re-order points. Oversee item creation numbers in the GOAA financial system.
- Manage space requirements for the warehouses and determine storage requirements and proper access to the buildings.
- Manage stock levels to prevent out-of-stock situations. Verify accuracy of on-hand warehouse stock levels. Perform cycle counts based upon issuing and receiving activity to help control accuracy of materials on hand and for strategic purchasing for future requirements. Manage an annual inventory count and provide the annual report.
- Oversee the timely, methodical and accurate physical inventory of fixed asset items, set the inventory schedule, and run the reports. Prepare the annual missing assets memo .
- Establish, monitor, and enforce procedures for the proper handling, storage and disposal of hazardous waste material. Train staff on the proper procedures in the safe handling of hazardous materials.
- Develop and monitor procedures for appropriate documentation of lost and found items and surplus property for auction and/or disposal and for monthly Board notifications. Develop processes to sell or dispose of surplus property not suitable for auction. Process the fees received for auction sales and complete the monthly and annual reporting of the fees.
- Provide inventory, fixed asset, lost and found and surplus property reports as requested.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality and quantity 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 and mentor staff. 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.
- Remain current in knowledge of material control and warehouse principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Develop and maintain internal operating guidelines for the operation of the Material Control department.
- 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 with coursework in material or logistics management, and four (4) years of progressively responsible work experience in material or logistics management, or an equivalent combination of education, training and experience. Supervisory and computerized inventory management software experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of inventory concepts and practices
- Knowledge of fixed assets management
- Supervisory/management skills
- Knowledge of standard space usage practices and techniques
- Proficient in parts research using the Internet
- Ability to operate a forklift during declared emergency event
- Excellent interpersonal, verbal and written communication skills and able to effectively interact with internal and external customers
- Intermediate PC skills and Microsoft Office experience required, working knowledge of Oracle Finance systems preferred.
- Knowledgeable in safe handling, storage and shipment of hazardous waste materials

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Hazardous Waste Management certification, upon hire or within one (1) year of hire.
- Nationally recognized certification in material management preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervise a staff of approximately five (5); indirectly supervise a staff of five (5)

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.
- Prioritize workload within assigned area and determine accuracy of material shipments received and generate appropriate/accurate receiving documents.
- Determine appropriate method for handling all materials safely.
- Approve requisitions for stores inventory within signatory limit.

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:

Diana Hashner 10/10/18
Immediate Supervisor Date

Denise K Schneider 10/10/18
Department Assistant Director Date

Kathleen M. Sharman 10/18/18
Chief Financial Officer Date

Kathy Bond 10-31-18
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

Assistant Manager, Material Control

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	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			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	3
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise					X	1
Hazardous Materials					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

SUPERVISOR COMMENTS:

Diana Hershner 10/12/18
Immediate Supervisor Date

Latrice M. Shannon 10/18/18
Chief Financial Officer Date

Cathey Vianna 10/22/18
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Assistant Manager, Networks
Date: May 4, 2017

Department: Information Technology
Grade/Level: Exempt; L31

Title of Immediate Supervisor: Manager, IT Infrastructure

POSITION SUMMARY: Responsible for direction, supervision, and coordination of the Network Administration group to support the Authority's networks. Supervises the Network staff and manages all switches, firewalls, data circuits and communication rooms for the Aviation 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.*

- Responsible for high-level network planning, design, and optimization.
- Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture.
- Develops strategies and direction for network systems solutions using current and emerging technologies.
- Maintains code level, configuration and performs problem resolution of the Authority network switches, routers and remote access.
- Coordinates and resolves system usage conflicts between critical applications and/or peak hour conditions. Performs LAN tuning and optimization.
- Establishes the timely distribution of critical and sensitive reports.
- Reviews emerging technologies and standards. Develops prototype demonstrations of promising, cost-effective and efficient new applications.
- Approves and modifies network design and architecture to confirm compliance. Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise.
- Monitors network performance, confirms capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts.
- Maintains a current knowledge of developments in both hardware and software so that upgrades and installations are performed as efficiently as possible.
- Monitors the network management console for error conditions. Performs all functions related to the configuration and maintenance of the network management software.
- Maintains IP addressing, system and cable plant connection schemes. Coordinates access by users to the Internet. Requires compliance in the security of Authority networks and servers connected to the Internet.
- Adjusts own work schedule to include working late evenings and/or weekends when the need arises.
- Collaborates with management in the preparation of the Information Technology budget.
- Performs other related 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 to large corporate networks. Experience with current Authority network components and network packet analysis tools is required. Experience with Authority's currently used network management software is highly desired. An equivalent combination of education, training and experience will be considered.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must have excellent analytical skills related to the job functions and requirements and 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.
- Ability to provide 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:

- Florida Driver's License
- CCNA, CCNP Preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervisory responsibility for approximately three (3) employees and the contractors running the IT Operations center.

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 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	5/22/17 Date
Y. Newsome Chief Information Officer	5.22.17 Date
DBS Kathy Bond Senior Director, Human Resources & Risk Management	6-2-17 Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Assistant Manager, Networks
Department Information Technology

Date May 4, 2017
Section 522

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 Vehicle				X		3
General office equipment (computer, copier, fax, etc.)	X					

Supervisor Comments:

5/22/17

Immediate Supervisor Date

5.22.17

Chief Information Officer Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Passenger Journey

Department: Customer Experience Date: October 16, 2023

Title of Immediate Supervisor: Manager, Customer Experience Pay Level: L26

POSITION SUMMARY: Facilitate passenger journey mapping and a thorough understanding of Orlando International Airport's customer base to promote and enhance customer experience and exceed the expectations of our guests. Collaborate, implement and manage programs, projects and designs that provide a seamless and efficient passenger journey for each customer touchpoint.

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 programs for complex wayfinding projects; delivering detailed holistic strategies and designs from concept to completion. Understand target audiences' cognitive, cultural, physical and social environment to lead in the planning and executing of design.
- Plan, analyze and create visual solutions to communication problems.
- Create and identity each airport location to support the GOAA brand and Orlando Experience ®.
- Utilize signage and map design, symbols, colors, and typography to effectively navigate customers through the Orlando International Airport.
- Conduct sign placement audits to verify a seamless passenger journey.
- Review and provide quality assurance of project outputs.
- Take ownership of projects, proactively identifying and solving problems that arise during project work, and maintain successful outcomes.
- Participate in meetings with team members and coordinate tasks for smooth workflow and transition.
- Work closely with other GOAA departments and airport partners to address customer feedback and implement improvements to the passenger journey.
- Keep abreast of industry "Best Practices" and trends in Customer Experience and the passenger journey and incorporate it into the Customer Experience program as applicable. Proactively seek out new skill sets and tools that complement design process, development, and wayfinding.
- Participate in industry events and networking opportunities.
- Participate with various Aviation Authority sanctioned teams and initiatives. Serve as an active member of the Customer Service Advisory Council.
- Prepare and deliver presentations and design reports on the passenger journey to executive staff, board members, etc.
- 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.
- 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.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Aviation Management, Business Administration, Hospitality and Tourism, Graphic design or related field, and three (3) years of experience managing programs, projects, and events dealing with wayfinding or passenger journeys in a large facility, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to effectively analyze data to determine areas of success and opportunity and trends.
- Experience creating and working with design guidelines
- Demonstrated ability to create and manage successful design concepts.
- Positive personality with a desire for open communication
- Effective oral and written communication skills and clearly articulate ideas verbally and visually
- Excellent conceptual and strategic thinking skills with a user centered focus
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects with shifting priorities
- Ability to make effective presentations to various groups
- Attention to detail with the ability to think systematically
- Possess outstanding organizational skills.
- Knowledge of airport and Authority's structure, goals and objectives.
- Excellent interpersonal skills and the ability to maintain professionalism and diplomacy at all times while interacting with Aviation Authority management, employees, and contractors
- Demonstrated ability to effectively manage and motivate staff.
- Must always represent the Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of 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 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.
- Assist in the participation of decisions and development of programs that affect the day to day operations of the Customer Experience Department

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:

Tawana Russell
box SIGN 46Z532JQ-4YWPRK8L
Oct 16, 2023
Immediate Supervisor/VP Date

RIchard Clarke
box SIGN 15QVYZ97-4YWPRK8L
Oct 16, 2023
Chief Creative Officer Date

Randy Hudgins
box SIGN 42KZV7VX-4YWPRK8L
Nov 1, 2023
Vice President, Human Resources Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Passenger Journey

Department: Customer Experience   Date: October 16, 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	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:

Tawana Russell
box SIGN 46Z532JQ-4YWPRK8L
Oct 16, 2023
Immediate Supervisor/VP   Date

RIchard Clarke
box SIGN 15QVYZ97-4YWPRK8L
Oct 16, 2023
Chief Creative Officer   Date

Cathlynn Vianna
box SIGN 1R6ZLY3Z-4YWPRK8L
Nov 1, 2023
Human Resources - Compensation   Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Plant Maintenance

Department: Facilities
Date: January 5, 2024

Title of Immediate Supervisor: Manager, Plant Maintenance
Pay Level: L27

POSITION SUMMARY: Responsible for the day-to-day management of in-house maintenance personnel and repair service contracts. Assist the Manager, Plant Maintenance in the planning, organizing, and managing the maintenance and repair of all equipment and related control systems pertaining to heating, ventilation, air conditioning (HVAC) equipment and plumbing.

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 of 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.
- Assist in the leadership of 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.
- Supervise preventive maintenance programs and assist in the implementation and modification of assigned maintenance management systems. Coordinate contracts for preventive maintenance/corrective services
- Confirm an appropriate level of customer service is delivered by assigned staff; establish quality standards, assist in the development of 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.
- Communicate in a professional manner with GOAA staff, tenants, consultants, airlines, and contractors while investigating/resolving concerns.
- Maintain records and reports appropriate to areas of responsibility.
- Assist management in the development and maintenance assigned budgets.
- Remain current on all GOAA emergency and security procedures, 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.
- Assist in development of 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 four (4) 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 the staff in assigned areas, ranging between 4 and 12 in each area.

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, and authority.
- Ability to provide proper advice and recommendations to managers and employees at all levels
- Counsel or develop solutions for unusual problems, handle non-routine situations
- Responsible for the quality and quantity of work performed by others (staff and contractors)

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:

Stephen Mickulas box SIGN 1R6RRQQX-4LR9673X	Feb 5, 2024	Jeffrey Daniels box SIGN 13LV555V-4LR9673X	Feb 5, 2024
Immediate Supervisor	Date	Department Assistant Vice President	Date
Gary M. Hunt box SIGN 46KZ55Y1-4LR9673X	Feb 5, 2024	Randy Hudgins box SIGN 42KZV7VX-4LR9673X	Feb 6, 2024
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

Assistant Manager, Plant Maintenance

Department: Facilities

Date: January 5, 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		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		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		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:

Stephen Mickulas
box SIGN 1R6RRQQX-4LR9673X
Feb 5, 2024
Immediate Supervisor Date

Gary M. Hunt
box SIGN 46KZ55Y1-4LR9673X
Feb 5, 2024
Department Vice President Date

Natalia Londono
box SIGN 4Z79XV2Z-4LR9673X
Feb 10, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Procurement- Continuing Services

Department: Procurement Service Date: October 5, 2023

Title of Immediate Supervisor: Senior Manager, Procurement (O&M) Pay Level: L27

POSITION SUMMARY: Responsible for planning, organizing, and coordinating the day to day purchasing activates of materials, supplies, equipment, and services for multi-year contracts in a timely fashion. Purchasing activities will be in accordance with Greater Orlando Aviation Authority's (GOAA) policies, regulatory statues and federal agencies, as applicable and in accordance with good purchasing principles and ethical standards. Procurement activities include, but are not limited to, market research, purchase description development, specification development, locating vendors, solicitation processing, negotiation, price analysis, value analysis, award determination or recommendation, a document development, award, purchase order processing and order expediting. Approval of purchase orders in accordance with designated authority.

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 coordinating the procurement activities include, but are not limited to, market research, purchase description development, specification development, locating vendors, solicitation processing, negotiation, price analysis, value analysis, award determination or recommendation, a document development, award, purchase order processing and order expediting.
- Process 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. Review market research conducted 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 formal bids and proposals. Responsibility is primarily for complex purchases, of high dollar value, that require multi-step approval/authorization processing.
- Assist staff with the review quotations, and assist in the preparation of award documents.
- Oversees staff review of requisitions to ensure all back-up documentation is attached to support the procurement. Obtain necessary clarifications or approvals, and process documents as required.
- Approve purchase orders in accordance with designated authority.
- Create Standard Purchase orders, Blanket Purchase Agreements and Contract Purchase Agreements in Oracle as required for goods and services to be forwarded to Purchasing Manager for approval.
- Facilitate meetings, 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 solicitation development and ensuring compliance with GOAA's Purchasing Policies.
- Perform assigned work in a timely fashion.
- Maintain a high level of customer service for internal and external customers.

- 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, procedures, applicable codes, laws and statues. Advice management of areas of concerns 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field and five (5) 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 preferred. Supervisory experience 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 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
- Demonstrated leadership 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)*

- Directly supervise a staff of five (5) employees.

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.
- Approve purchase orders within signatory limit

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:

Olimpia Lonsdale
box SIGN 42K96RWV-1XR829R6
Dec 28, 2023
Department Assistant Vice President Date

Kelly Loll
box SIGN 15QY5K9L-1XR829R6
Dec 28, 2023
Department Vice President Date

Randy Hudgins
box SIGN 42KZV7VX-1XR829R6
Dec 28, 2023
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

Assistant Manager, Procurement (Continuing Srvc)

Department: Procurement Services

Date: October 5, 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	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:

Olimpia Lonsdale
box SIGN 42K96RWV-1XR829R6

Dec 28, 2023

Department Assistant Vice President — Date

Kelly Loll
box SIGN 15QY5K9L-1XR829R6

Dec 28, 2023

Department Vice President — Date

box SIGN 1R6ZLY3Z-1XR829R6

Jan 2, 2024

Human Resources - Compensation — Date

Job Description

Assistant Manager, Procurement- Goods & Services

Department: Procurement Services — Date: January 2, 2024

Title of Immediate Supervisor: Senior Manager, Procurement — Pay Level: L27

POSITION SUMMARY: Responsible for planning, organizing, coordinating the day to day purchasing activates of materials, supplies, equipment, and services for one time purchases in a timely fashion and of a quality and price. Purchasing activities will be in accordance with Greater Orlando Aviation Authority's (GOAA) policies, regulatory statues and federal agencies, as applicable and in accordance with good purchasing principles and ethical standards. Procurements frequently exceed two hundred and fifty thousand dollars ($250,000), can be complex and often require lengthy authorization processing. Activities include, but are not limited to, market research, purchase description development, specification development, locating vendors, solicitation processing, negotiation, price analysis, value analysis, award determination or recommendation, authorization document development, award, purchase order processing and order expediting. Approval of purchase orders in accordance with designated authority.

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 formal bids and proposals. Responsibility is primarily for complex purchases, of high dollar value, that require multi-step approval/authorization processing.
- Assist staff with the review quotations, and assist in the preparation of award documents.
- Oversees staff review of requisitions to ensure all back-up documentation is attached to support the procurement. Obtain necessary clarifications or approvals, and process documents as required.
- Approve purchase orders in accordance with designated authority.
- Create Standard Purchase orders, Blanket Purchase Agreements and Contract Purchase Agreements in Oracle as required for goods and services to be forwarded to Purchasing Manager for approval.
- Facilitates meetings, 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.
- Confirm assigned work is performed in a timely fashion.
- Maintain a high level of customer service for internal and external customers.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize tie sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedures, applicable codes, laws and statues. Advice management of areas of concerns 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field and five (5) 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. Supervisory experience 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 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)*

- Directly supervise a staff of four (4) employee

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.
- Approve purchase orders within signatory limit

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:

Olimpia Lonsdale
box SIGN 42K96RWV-1R72J739
Jan 10, 2024
Department Assistant Vice President Date

Kelly Loll
box SIGN 15QY5K9L-1R72J739
Jan 11, 2024
Department Vice President Date

Randy Hudgins
box SIGN 42KZV7VX-1R72J739
Jan 18, 2024
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

Assistant Manager, Procurement (Goods & Services)

Department: Procurement Services

Date: January 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		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:

Olimpia Lonsdale
box SIGN 42K96RWV-1R72J739

Jan 10, 2024

Department Assistant Vice President Date

Kelly Loll
box SIGN 15QY5K9L-1R72J739

Jan 11, 2024

Department Vice President Date

box SIGN 1R6ZLY3Z-1R72J739

Jan 19, 2024

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Purchasing – IT

Department: Purchasing

Date: November 12, 2019

Title of Immediate Supervisor: Manager, Purchasing

Pay Level: L27

POSITION SUMMARY: Responsible for the day to day purchasing activities of technology-related software, materials, supplies, equipment, and services in a timely fashion and of a quality and price in accordance with Greater Orlando Aviation Authority's (GOAA) policies, regulatory statutes and federal agencies, as applicable. Update the Master Technology Renewal List as renewals occur and new support is approved or purchased. Purchasing activities include, purchase description development, specification development, locating vendors, solicitation processing, price analysis, value analysis, award determination, development of memos for appropriate Committee approval, purchase order processing, and order expediting. Approval of purchase orders in accordance with designated authority.

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 manage the purchasing activities of goods and services, including, but not limited to, research and development and review of solicitation documents with the goal of getting the best value consistent with GOAA's needs and in accordance with good purchasing principles and ethical standards.
- Perform high level review of Information Technology (IT) scopes of work, refine and develop purchase descriptions for technology related solicitations for hardware, software, maintenance and support requirements. Coordinate with requesting department to confirm supporting documentation.
- Research the development of IT products and services to stay current in the market. May also be assigned other commodities and services as required.
- Process formal solicitations utilizing the current boiler plates and following the contract procedures. Perform market research and review of other agencies' contracts and cooperative purchasing groups to determine eligibility for utilization. Perform review of solicitation submissions for required information, perform pricing analysis, and conduct thorough reference checks.
- Receive and evaluate solicitation submittals, and assist in the development of award recommendation memos for the appropriate Committee as requested by the management.
- Update and maintain the Master Technology List of all technology related support and maintenance for hardware and software, software license renewals, IT subscription renewals, Software as a Service renewals, etc., as needed.
- Perform quarterly audits on the Master Technology List to verify purchases do not exceed the value awarded by the GOAA Board.
- Act as the liaison between the GOAA's IT and Purchasing Departments. Advise IT staff in GOAA's procurement procedures to obtain goods and services within policy. Work with legal counsel to obtain approval on IT related agreements and other documents.
- Approve purchase orders in accordance with designated authority. Process Standard Purchase Orders in Oracle as required for goods and services to be forwarded to Purchasing Manager for approval.
- Facilitate meetings with suppliers and end-users to obtain updated product information, for pre-bid or pre-award purposes, or to resolve delivery and invoice issues before problems can occur.
- 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, applicable codes, laws and statutes. 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.

- Maintain bid and contract file master in central records.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a technology related field and five (5) years of progressively responsible work experience in the procurement of technology-related goods and services, or an equivalent combination of education, training and experience. Experience processing solicitations in an e-procurement system is required. Procurement experience in the public sector is preferred. Supervisory experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- General knowledge of a variety of IT technology to understand purchasing activities and requirements
- Working knowledge of the solicitation and award process for purchases of technology-related commodities, equipment, and services using request for quotes
- Remain current in knowledge of purchasing principles, standards, theories, procedures, methods and processes, and demonstrate proficiency in their practical application
- Working knowledge of specifications, statement of work, purchase description development
- Skilled in vendor base development, product and service research, pre-award surveys, price analysis and value analysis
- Working knowledge of State of Florida statutes relating to public procurement
- Basic negotiation skills
- Excellent interpersonal, verbal and written communication skills and able to effectively interact with internal and external customers
- Intermediate to advance computer skills and Microsoft Office programs experience required, working knowledge of Oracle and/or an eProcurement system preferred
- Demonstrated leadership skills
- Demonstrated analysis and problem resolution skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects

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 supervise a staff of one (1) employee

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
- Approve purchase orders within signatory limit

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:

Diana L. Hershner	11/19/19	Denise K. Schneider	11/19/19
Immediate Supervisor	Date	Department Assistant Director	Date
Lauren M. Sharman	11/20/19	Kathy E Bond	12-6-19
Chief Financial Officer	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Purchasing – IT

Department: Purchasing

Date: November 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) **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				3
Lifting: 0 – 20 lbs					X	3
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					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
Hazardous Materials					X	1
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:

Diana L. Hershner 11/19/19

Immediate Supervisor Date

Lauren M Sloan 11/20/19

Chief Financial Officer Date

Cathy 11/20/19

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Security Compliance

Department: Security

Date: November 7, 2019

Title of Immediate Supervisor: Manager, Access Control & Security Compliance

Pay Level: L24

POSITION SUMMARY: Serve as Criminal History Records Check (CHRC) adjudicator for airport identification media applicants. Serve as Alternate Airport Security Coordinator (ASC). Assist with resolution of and timely response to letters of investigation, civil penalties or other inquiries made by Transportation Security Administration (TSA) regulatory officials and investigate allegations of non-compliance.

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:*

- Facilitate compliance with Federal regulations contained in 49 CFR Part 1542 and other applicable Federal Regulations, TSA regulatory requirements and the Airport Security Program (ASP) through audits, inspections, testing, observation, and interviews.
- Receive and assist with resolution of and timely responses to compliance investigations and other inquiries from regulatory officials; oversee corrective action(s) and follow up on continuing or outstanding issues.
- As primary CHRC adjudicator, review applicants with a criminal record for compliance with current airport identification media requirements, determine whether to approve, deny or revoke media and maintain CHRC denial/revoked list.
- Attend applicable construction meetings to provide security compliance related information and stay current on progress of projects and change orders for possible administrative submissions to TSA.
- Conduct walkthroughs of construction project site locations to gather appropriate information and update security maps as needed.
- Prepare timely responses to construction related compliance investigations and other related inquiries from regulatory officials.
- Provide compliance related information and guidance to contractors and Owner Authorized Representatives (OARs) and Authority Authorized Representatives (AARs); serve as a resource for questions.
- Provide training for new construction contractors in tool inventory, jobsite lockup procedures, worksite sterility and procedures for notification of lost items, etc.
- Provide restricted area familiarization to incoming and potential contractors.
- As Alternate ASC, responsible for 24-hour point of contact response to any security concern at the airport.
- Supervise assigned employees. 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a Security related discipline and four (4) years experience in security compliance with TSA security regulatory requirements and responding to security compliance issues, or an equivalent combination of education, training and experience. Demonstrated writing skills required. Experience in an airport environment preferred. Supervisory and/or leadership experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge of Microsoft Word, Excel and PowerPoint
- Knowledge of security compliance and TSA security requirements
- General knowledge of airport operations and construction
- Good oral communication skills and advanced written communication skills in English required. Multilingual skills desired
- Ability to effectively and professionally interact with various Authority staff, contracted staff, and regulatory personnel
- Attention to detail and high degree of accuracy
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Advanced organizational skills required
- Must be able to act effectively in highly stressful situations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee; indirect responsibility for 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 limited supervision and general direction, exercising a considerable level of independent judgment and discretion
- Exercise sound judgement in complex and technical issues, high level of initiative is expected to analyze security compliance 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:

11/8/19
Immediate Supervisor Date

E. Bryant 11-8-2019
Department Director Date

Kathy E Bond 11-12-19
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

Assistant Manager, Security Compliance

Department: Security

Date: November 7, 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	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	1
Noxious Fumes					X	1
Chemicals					X	1
Insects				X		2
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:

11/8/19
Immediate Supervisor — Date

11-8-2019
Department Director — Date

11/8/2019
Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Security Operations

Department: Security

Date: May 8, 2023

Title of Immediate Supervisor: Manager, Security Operations

Pay Level: 25

POSITION SUMMARY: Assist in the day-to day management of the Security Operations Center (SOC) and all Security Operations staff. Assist management with the overall airport security posture and meeting the operational requirements of the Airport Security Program (ASP) and 49 CFR Part 1542. Responsible for verifying security personnel adhere to regulations by monitoring and enforcement as needed. Respond to incidents on airport property and deploy staff resources to make any immediate corrective actions maintaining security and regulatory requirements. Oversee the training and development of assigned personnel.

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:*

- Assist in the day-to-day management of the SOC and security operations
- Provide for scheduling of staff and development of assigned personnel.
- Oversees maintenance for all equipment and vehicles are properly maintained, serviced and proper records kept.
- Assist the manager with incident responses and Emergency Operations Center activities for recovery operations; provide assistance for preparation of proper notifications.
- Assist with security and regulatory maintenance requirements by implementing immediate corrective action.
- Supervise assigned employees, assign work; monitor hours of work and authorize payroll; oversee quality, and timeliness of work performed; confirm compliance with established policy, procedures and standards. Advise Manager of areas of concern with recommended solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in the interview and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Coordinate with internal and external partners regarding corrective actions needed as a result of security violations or issues on non-compliance.
- Assist Manager in performing and coordinating special movements or security details.
- Monitor all systems within the SOC to ensure they maintain optimum operational status.
- Assist management with maintenance and preparation of department budget and resource needs.
- Perform other duties as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS

Bachelor degree in Business or Management and four (4) years security related experience, preferably in an airport environment, or an equivalent combination of education, training and experience. Supervisory/Leadership experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledgeable of Transportation Security Administration security requirements and FAR 49 CFR Part 1542.
- Strong leadership abilities
- Intermediate computer skills; familiarity with Microsoft Office suite
- Experience/knowledge of general airport operations
- Good oral and written communications skills, proficiency in speaking and understanding English required, multilingual skills desired
- Ability to work independently
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.

- Demonstrated ability to work effectively under time constraints and in stressful situations
- Highly organized and detail oriented, analytical and problem-solving skills
- 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 and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid State of Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately six (6) employees; indirectly supervises a staff of approximately fourteen (14) 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 judgment and discretion
- High level problem-solving skills
- Able to evaluate safety and security aspects of the airport system
- Complete subordinate performance evaluations, establish standards performance, writes procedure for a limited focus area, evaluate and enforce rules and regulations
- 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:

6-7-23
Department Manager Date

6/6/23
Department Assistant Vice President Date

6-7-23
Department Vice President Date

06-07-2023
Chief of Operations Date

6/15/23
Department VP Human Resources Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: No

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Security Operations

Department: Security Operations

Date: May 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
21 – 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
Ability to handle more than one task at a time		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
Confined Areas					X	3
Excessive Noise					X	3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Ability to operate and monitor various electronic equipment such as radio dispatch console, CRTs and telephones			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Two Way Radio			X			3
GOAA/Personal Vehicle			X			3
SUPERVISOR COMMENTS:						

6-7-23

Immediate Supervisor Date

6-7-23

Department Vice President Date

Angela Miranda 6/14/2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Structured Cabling

Department: Information Technology

Date: September 4, 2018

Title of Immediate: Manager, IT Infrastructure

Pay Level: L31

POSITION SUMMARY: Responsible for direction, supervision, and coordination of the IT Premise Distribution Systems (PDS) group to support the Authority's fiber optic and copper cabling infrastructure. Supervise the PDS staff and manage the cable infrastructure for the Aviation Authority.

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 daily activities related to the IT Premise Distribution Systems; resolve problems, set priorities for the design, maintenance, development, evaluation and change management issues
  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.
- Coordinate with internal and external customers (airlines, rent-a-car, and concessionaires) on the development of project and work order requirements.
- Provide overall program management oversight for low voltage projects. Responsible for reviewing and approving quotes, work orders and invoices.
- Respond immediately to network outages, coordinating necessary resources and activities for prompt and appropriate restoration of service
- Manage the development of the Authority's cable infrastructure in multiple data centers and communication rooms in a campus environment.
- Review and comment on construction documents; attend Joint Construction Meetings (JCM) as appropriate.
- Prepare documentation related to the installation and maintenance of the Authority's cable infrastructure, in a variety of written and electronic formats.
- Maintain current knowledge of the cable industry and upcoming projects to determine the means to implement changes in the existing network to accommodate technology, features and functionality. Review, maintain and provide updates to GOAA Standard Specifications Sections 27 00 and 28 00.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Electrical Engineering or related field and six (6) years of experience in cabling project management, installation and design , or an equivalent combination of related education, training, and experience. Experience in supervising staff on structured cabling, IT, wireless, or construction projects required. Registered Communications Distribution Designer (RCDD) or Project Management Professional certifications preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated leadership and supervisory skills. Leads with character, builds trust, respect and credibility through actions and behaviors. Strong interpersonal skills with a positive and enthusiastic attitude.
- Must be able to manage group dynamics, and to organize and motivate teams. Strives to understand and support others.
- Proven ability to assess performance and provide motivational support and discipline to personnel as required.

- Ability to provide proper advice and recommendations to management. Desire and ability to develop and share solutions and techniques with staff.
- Organized and able to hold others accountable for delivering project milestones on time. Requires ability to provide clear and timely responses and feedback.
- Strong ability to communicate technical concepts in a non-technical manner
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel, tenants, the public and contractors.
- Write clearly and informatively, able to read and interpret written information. Speak clearly and persuasively in positive or negative situations.
- Experience in telecommunications as it relates to premise distribution systems, Must be well versed in Building Industry Consulting Service International (BICSI) and Telecommunication Industries Association (TIA) rules, and standards. Knowledge of installing, splicing, terminating, and testing fiber optic cable
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving complex technical problems.
- Ability to operate in fast-paced, stress-inducing environment with a positive demeanor
- Experience with Microsoft Excel, Word, Outlook. Experience with AutoCAD and Microsoft Visio, Project are desired
- Must be able and willing to work non-standard hours, including weekends and after hours and on call as needed to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Registered Communications Distribution Designer (RCDD) preferred
- Project Management Professional certification 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)*

- Work very independently with little supervision or directions – substantial level of initiative, judgment and authority
- High level technical problem-solving skills
- Exercise independent judgment and creativity in solving complex technical problems
- Make recommendations regarding; bid awards, resolution of problems with contractors and 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:

9/19/18
Immediate Supervisor Date

J. Newsome 9.19.18
Chief Information Officer Date

Kathy Bord 10-15-19
Sr. Director, HR & Risk Management Date

MH

FLSA: Exempt

Shift Premium: N/A

EEO Category: Professionals

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, Structured Cabling

Department: Information Technology

Date: September 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			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
Must be able and willing to work non-standard hours, including weekends and after hours and on call 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:

9/19/18
Immediate Supervisor Date

J. Newsome 9.19.18
Chief Information Officer Date

10/5/18
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, Systems Administration

Department: Information Technology Date: April 18, 2022

Title of Immediate Supervisor: Manager, IT Infrastructure Pay Level: L31

POSITION SUMMARY: Responsible for direction, supervision, and coordination of the Systems Administration group to support the Greater Orlando Aviation Authority's (GOAA) server and storage systems. Supervise the Systems Administration staff and manage all servers, storage and data centers for GOAA. Oversee the development of GOAA data center infrastructure. Support multiple mid-sized data centers [800+ clients] 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:*

- Oversight of daily activities related to servers, storage and data centers; resolve problems and change management issues.
- Responsible for production systems' online response time.
- Maximize system availability, prepare metrics to evaluate systems performance, and work with other IT groups and users to meet service objectives.
- Supervise effectively to maintain a well-trained, motivated and professional staff. Train, schedule, monitor time, complete performance reviews, recommend disciplinary action as needed, participate in interview process, etc. Advise subordinates on administrative policies and procedures, technical problems, priorities, and methods.
- Research, test, learn, plan and manage the support of new technologies, data center performance and reliability.
- Responsible for the efficient operation of assigned activities, including computer operations, data control, operations support, and operating systems installation and maintenance.
- Control revenues and expenses within systems group; work with Manager, IT Infrastructure to meet budget goals and objectives.
- Provide input to policy level direction regarding IT standards.
- Consult with personnel in other information systems sections to coordinate activities as needed.
- Clearly articulate activities and document solutions and routines; prepare activity and progress reports.
- Provide input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported; oversee enterprise backup and disaster recovery systems to confirm reliability and integrity.
- Assist the Manager, IT Infrastructure with the development and implementation of best practices for server architecture, including build, run, performance, security, and backup with particular attention to virtualized technologies (VMWare, Hyper-V and Linux).
- Work with multiple vendors' technical and application support to coordinate expedited, effective solutions; serve as a point of contact for server hardware and application service providers and vendors.
- Work on project-based assignments, including as project lead when appropriate.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science and Six (6) years of progressive experience in the administration of enterprise systems and data centers. An equivalent combination of education, experience and training may be considered. Supervisory/leadership experience required. Extensive experience supporting Microsoft server architectures, including but not limited to SQL, Exchange, Internet Information Systems, Active Directory.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Skilled in project management
- Demonstrated ability to manage personnel.
- Advanced understanding of VMWare virtualization technology
- General comprehension of enterprise networking infrastructure (routers, switches, firewalls, etc.)
- Solid understanding of SAN and NAS technologies (in particular Tegile offerings)
- Strong ability to communicate technical concepts in a non-technical manner
- Strong documentation and research skills
- Excellent oral and written communication and interpersonal skills
- Exhibit self-sustaining initiative motivated to comprehensively learn and assume responsibility for new technologies
- Personal resolve to identify, take ownership of issues, and see through their resolution
- Resourcefulness and creativity to resolve issues
- Desire and ability to develop and share proactive solutions and techniques with colleagues
- Ability to multitask various (and sometimes conflicting) priorities (projects and operational duties)

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately (5) five 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)*

- Works independently with little supervision – high level of initiative, judgment and authority
- High level 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:

19-Apr-22
Immediate Supervisor Date

4/19/2022
Department Director Date

Kathy E Bond 6-7-2022
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

Assistant Manager, Systems Administration

Department: Information Technology

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		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
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:

19-Apr-22

Immediate Supervisor Date

4/19/2022

Department Director Date

4/19/2022

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Manager, User Services

Department: Information Technology
Date: May 12, 2023
Title of Immediate Supervisor: Manager, Unified Communication
Pay Level: L31

POSITION SUMMARY: Provide management, administration, and supervision to the User Services and IT Operation Center (ITOC) team for the effective delivery of IT desktop/remote support services. Responsibilities include overseeing day-to-day operations of desktop support and the Greater Orlando Aviation Authority's (GOAA) 24-hour service desk, guidance towards level two support of hardware and software problems, recommendations on client hardware and software purchases and installations, and documentation and tracking of inventory items. Responsible for service and maintenance of endpoint devices, printers, accessories, and mobile devices. Other responsibilities include supporting conference room computer systems and facsimile machines, and coordinating organization-wide moves, adds, and changes.

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 supervision of the User Services and IT Operations Center support team to facilitate quality customer service and technical support of software and hardware, to include GOAA computers, peripherals, tablets, and other electronic devices.
- Develop and maintain effective policies and procedures that direct the activities of GOAA ITOC support team and contracted personnel for the proper and prompt processing of work orders.
- Review incident/issue tracking system for team assignments and performance expectations. Manage scheduling of the support team to maintain adequate support levels to the user community.
- Oversee service desk and desktop support problem resolutions to identify trends or problem support areas and verify support procedures are being followed. Prepare related reports and follow-up statistics.
- Troubleshoot and research technical solutions to reported problems.
- Oversee operational systems, processes, and infrastructure for ITOC.
- Responsible for records and inventory of assigned hardware, software, and licensing.
- Manage Mobile Devices, to include ordering, configuration and tracking. Review Mobile billing analysis to confirm accuracy and validation of charges being applied. Responsible for financial accounting transactions associated with cost recovery and analysis, corrections of inaccuracies.
- Coordinate with the Assistant Manager, Endpoint Configuration for effective operation of the SCCM and AirWatch MDM systems.
- Analyze performance of Service Desk and ITOC activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.
- Coordinate projects with other departments and external organizations and agencies.
- Provide oversight of technical staff in the implementation, installation, configuration, and technical support of systems and mobile devices.
- Provide on-call support for IT systems as required.
- Participate in management level planning; support change management processes.
- 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.
- Interact with all internal departments, consultants, outside support staff and material vendors.
- Enforce information technology documentation and implementation of policies and procedures.

- As a member of 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 three (3) years' experience in all levels of desktop support and troubleshooting, or an equivalent combination of education, training and experience. Experience in a leadership role required, with supervisory experience preferred. Experience with Cisco network and Avaya phone equipment required. Knowledge of current GOAA client management system and mobile device management system strongly preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of current GOAA technologies strongly preferred
- Ability to provide Level 2 and Level 3 desktop support
- Knowledge of customer service practices, including end-user support experience required
- Ability to prioritize and handle multiple tasks effectively
- Ability to plan and supervise to keep users and technicians working efficiently
- Ability to interface on technical terms with other IT teams
- Demonstrated ability to troubleshoot/repair desktop and laptop computers, as well as printers
- Demonstrated skill with computer imaging and Service Desk ticketing software
- Knowledge of Microsoft Office Professional Products and Microsoft Active Directory and Exchange
- Excellent verbal and written skills, demonstrated customer service skills, and ability to interface well with staff and others
- Strong problem-solving and technical troubleshooting skills
- Demonstrated skill in installing and configuring Autodesk products
- Ability to install and configure desktop computers with Windows 7/8/10
- Knowledge of IP protocol configurations in Networked [Ethernet] environment
- Ability to provide installation & support of various software packages, specifically Microsoft Office Professional in an Exchange environment, MS Project, MS Visio, MS SharePoint and Adobe Acrobat
- Knowledge of virus software configuration
- Demonstrated ability to interface well with users and staff
- Demonstrated supervisory or leadership skills
- Must be a self-motivated individual who can work independently and perform with minimal direction
- 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 three (3); 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 supervision or direction
- Extensive latitude in initiative, judgment, and authority
- Sound judgment and creativity in solving complex technical problems

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:

	5/25/2023		5/25/2023
Immediate Supervisor	Date	Department Vice President	Date
	6/1/2023		6/5/23
Chief Executive Officer	Date	Vice President, Human Resources	Date

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FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Manager, User Services

Department: Information Technology

Date: May 12, 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		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
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:

5/25/2023

Immediate Supervisor — Date

5/25/2023

Department Vice President — Date

Angela Miranda 6/5/2023

Human Resources – Compensation — Date

Assistant Project Manager (Tenant/ Concessions)

Department: Capital Programs — Date: May 13, 2024

Title of Immediate Supervisor: Manager, Tenant/Concessions Projects (TCP) — Pay Level: L26

POSITION SUMMARY: Coordinate program and project information, including the handling of all project related documents. Guarantee the documents are properly filed, maintained, stored and destroyed in accordance with Greater Orlando Aviation Authority (Aviation Authority) policies and state regulations. Respond to requests for documentation from internal and external customers. Provide support the Tenant/Concessions Projects team and staff extensions.

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:*

- Design, prepare, and maintain monthly and quarterly reports for Tenant/Concessions projects through iPro and project folders. Responsible for daily back-up of project databases.
- Assign project numbers in iPro and initiate project folders.
- Coordinate project start-up verifications (GC license status, COI's, LOI's, etc.) through several Aviation Authority departments as required. Verify the Tenant General Contractor's have provided accurate information on UON/MOT forms.
- Manage the process for preparation of agendas/minutes for Pre-Construction meeting, project updates and other various meetings.
- Prepare budget worksheets for Board agenda items requiring Board approval, resulting from actions taken by various Sunshine and other committees. Prepare Construction Report for the Board agenda and confirm that all Board presentation items meet established requirements.
- Manage start-up packages for timely preparation and executions to confirm project accounts and funding are in place prior to approvals and billings. Revise start-up packages as needed.
- Perform interim project cost updates and project cost and funding analysis as requested. Perform project account analysis to determine if project accounts can be closed, and if the available balances are to remain in the program.
- Prepare on-boarding training and orientation manuals for new employees.
- Coordinate the processing of invoices for project-specific pay applications, direct pays, and service receipts and associated reporting. Responsible for publishing and verifying the data integrity of quarterly and annual reports for professional services and construction contracts for amounts paid/awarded.
- Review drawings in AutoCAD and Bluebeam.
- Assist with contracts.
- Coordinate project close-outs. Perform closeout actions on specific projects as assigned.
- Maintains City permit number lists and status in monthly report.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Architecture, Engineering, Construction Management preferred or a related field and four (4) years of work experience related to construction/projects records management, or an equivalent combination of education, training and experience. Public sector experience in Planning, Engineering or Construction field desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent interpersonal and communication skills
- Project management skills
- Ability to manage multiple and simultaneous responsibilities and prioritize scheduling of work
- Advanced computer skills to utilize MS Office software products (MS Word 365, Access, and Excel)
- Knowledge of SharePoint and Oracle is desirable
- Knowledge of AutoCAD and Bluebeam
- Ability to generate reports and prepare/ manage project budgets
- Demonstrated ability to work logically and analytically with minimal supervision
- Knowledge of construction, contract, design, legal and aviation terms is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Engineer and/or Contractor's license is desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Oversees contracted staff doing closely-related work.

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

- Works independently under general supervision; exercising judgment and discretion
- Establishes priorities in order to meet deadlines
- Deals with sensitive/confidential matters
- Applies appropriate regulatory requirements
- Provides training and determines compliance with prescribed 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:

Arlene Grant
box SIGN 4ZQ9P781-4YZJLYP3
Aug 5, 2024
Immediate Supervisor Date

box SIGN 4W88Q9ZJ-4YZJLYP3
Aug 5, 2024
Senior Vice President, Capital Programs Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-4YZJLYP3
Aug 5, 2024
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

Assistant Project Manager (Tenant/ Concessions)

Department: Capital Programs

Date: May 13, 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:						

Arlene Grant

box SIGN 4ZQ9P781-4YZJLYP3

Aug 5, 2024

Immediate Supervisor Date

box SIGN 4W88Q9ZJ-4YZJLYP3

Aug 5, 2024

Senior Vice President, Capital Programs Date

Natalia Londono

box SIGN 4Z79XV2Z-4YZJLYP3

Aug 12, 2024

Human Resources - Compensation Date

Assistant Project Manager (Tenant/ Concessions)

Department: Capital Programs — Date: May 13, 2024

Title of Immediate Supervisor: Manager, Tenant/Concessions Projects (TCP) — Pay Level: L26

POSITION SUMMARY: Coordinate program and project information, including the handling of all project related documents. Guarantee the documents are properly filed, maintained, stored and destroyed in accordance with Greater Orlando Aviation Authority (Aviation Authority) policies and state regulations. Respond to requests for documentation from internal and external customers. Provide support the Tenant/Concessions Projects team and staff extensions.

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:*

- Design, prepare, and maintain monthly and quarterly reports for Tenant/Concessions projects through iPro and project folders. Responsible for daily back-up of project databases.
- Assign project numbers in iPro and initiate project folders.
- Coordinate project start-up verifications (GC license status, COI's, LOI's, etc.) through several Aviation Authority departments as required. Verify the Tenant General Contractor's have provided accurate information on UON/MOT forms.
- Manage the process for preparation of agendas/minutes for Pre-Construction meeting, project updates and other various meetings.
- Prepare budget worksheets for Board agenda items requiring Board approval, resulting from actions taken by various Sunshine and other committees. Prepare Construction Report for the Board agenda and confirm that all Board presentation items meet established requirements.
- Manage start-up packages for timely preparation and executions to confirm project accounts and funding are in place prior to approvals and billings. Revise start-up packages as needed.
- Perform interim project cost updates and project cost and funding analysis as requested. Perform project account analysis to determine if project accounts can be closed, and if the available balances are to remain in the program.
- Prepare on-boarding training and orientation manuals for new employees.
- Coordinate the processing of invoices for project-specific pay applications, direct pays, and service receipts and associated reporting. Responsible for publishing and verifying the data integrity of quarterly and annual reports for professional services and construction contracts for amounts paid/awarded.
- Review drawings in AutoCAD and Bluebeam.
- Assist with contracts.
- Coordinate project close-outs. Perform closeout actions on specific projects as assigned.
- Maintains City permit number lists and status in monthly report.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Architecture, Engineering, Construction Management preferred or a related field and four (4) years of work experience related to construction/projects records management, or an equivalent combination of education, training and experience. Public sector experience in Planning, Engineering or Construction field desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent interpersonal and communication skills
- Project management skills
- Ability to manage multiple and simultaneous responsibilities and prioritize scheduling of work
- Advanced computer skills to utilize MS Office software products (MS Word 365, Access, and Excel)
- Knowledge of SharePoint and Oracle is desirable
- Knowledge of AutoCAD and Bluebeam
- Ability to generate reports and prepare/ manage project budgets
- Demonstrated ability to work logically and analytically with minimal supervision
- Knowledge of construction, contract, design, legal and aviation terms is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Engineer and/or Contractor's license is desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Oversees contracted staff doing closely-related work.

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

- Works independently under general supervision; exercising judgment and discretion
- Establishes priorities in order to meet deadlines
- Deals with sensitive/confidential matters
- Applies appropriate regulatory requirements
- Provides training and determines compliance with prescribed 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:

Arlene Grant
box SIGN 4ZQ9P781-4YZJLYP3
Aug 5, 2024
Immediate Supervisor Date

box SIGN 4W88Q9ZJ-4YZJLYP3
Aug 5, 2024
Senior Vice President, Capital Programs Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-4YZJLYP3
Aug 5, 2024
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

Assistant Project Manager (Tenant/ Concessions)

Department: Capital Programs Date: May 13, 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		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:

Arlene Grant
box SIGN 4ZQ9P781-4YZJLYP3
Aug 5, 2024
Immediate Supervisor Date

box SIGN 4W88Q9ZJ-4YZJLYP3
Aug 5, 2024
Senior Vice President, Capital Programs Date

Natalia Londono
box SIGN 4Z79XV2Z-4YZJLYP3
Aug 12, 2024
Human Resources - Compensation Date

Assistant to Chief Executive Officer

Department: Executive Administration | Date: August 25, 2023

Title of Immediate Supervisor: Chief – External Affairs | Pay Level: L23

POSITION SUMMARY: Provide combination of project management, writing and editing, research, and high level administrative and relationship support functions to the Chief Executive Officer (CEO), Chief External Affairs, and other executive staff. Coordinate special projects, compile information and complete complex reports and analysis.

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 internal and external special projects in coordination with other departments and/or organizations on behalf of the CEO. Prioritize conflicting needs; handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.
- Provide analytical and specialized administrative support to relieve Executive of and/or assist with complex details and advanced administrative duties; managing an extremely active calendar of appointments.
- Research, prioritize, and follow up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature. Determine appropriate course of action, referral, or response: gather and analyze information required for review.
- Draft and review written correspondence on behalf of the Chief Executive Officer and other management staff as requested.
- Participate in meetings, taskforces and workgroups both internally and externally on behalf of the CEO.
- Provide a bridge for communication between the CEO and internal departments.
- Manage centralized procedures for tracking all documents requiring CEO's and other executive staff's approval; coordinate with department representatives to provide complete package of documents for signatures, prioritize as needed.
- Research and develop complex reports, spreadsheets, presentations, etc. for special projects/assignments including meeting presentations. Often requires compiling and evaluating data from multiple sources into presentations or reports; researching information using independently evaluated sources. Provide frequent support to management on special projects.
- Evaluate and assist in developing office policies and procedures for improved work flow and anticipate future needs as organization grows.
- Serve as point of contact for escalated customer service issues requiring senior management intervention. Respond to calls or visitors independently where possible, or refer to management when necessary.
- 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.
- Assist with the development and monitoring of budget. Prepare and submit payroll for assigned personnel.
- Schedule and coordinate meetings with senior management, consultants, government officials, business and industry representatives. Prepare meeting rooms and meeting packets as appropriate.
- Serve as a backup for 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; run financial system reports; submit accruals and request closure of purchase orders at fiscal year-end.
- Authorized procurement card user; reconcile monthly activity; order supplies and equipment.
- Assist other Executive office staff
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Management, Public Administration or related field and four (4) years of executive level administrative support and project management, or an equivalent combination of related education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough knowledge of principles of project management
- Proficient written and verbal communication skills with excellent grammar skills and attention to detail
- Proficient in Microsoft Office programs (Word, Excel, Access, PowerPoint) and Outlook
- Strong organizational and planning skills in a fast-paced environment
- 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
- Strong interpersonal, analytical and problem solving skills with the ability to work effectively with diverse groups
- Ability to determine appropriate course of action in more complex situations and have the ability to make decisions
- Strong relationship building skills and service-oriented attitude.
- Demonstrated ability to deal professionally and effectively with high profile individuals
- Demonstrated ability to maintain confidentiality and manage proprietary information and sensitive situations
- Knowledge of Florida Sunshine meeting law 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 position might exercise independent and make decisions)*

- Must be able to perform non-routine tasks independently with minimal supervision. Good judgment in working with sensitive material and dealing with confidential matters
- Moderate level of authority and judgement to make decisions based on established policy and provide direction to other staff
- High level problem - solving skills
- Manage multiple projects with a wide variety of tasks, determining priorities
- Set work priorities, analyze telephone inquiries and make referrals, 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:

Kenyatta Y. Lee
box SIGN 4Q8X25PP-4WL8K6YX
Sep 15, 2023
Immediate Supervisor Date

box SIGN 1V3Q39J4-4WL8K6YX
Sep 18, 2023
Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VX-4WL8K6YX
Sep 18, 2023
Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Paraprofessionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant to Chief Executive Officer

Department: Executive Administration   Date: August 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	2
51+ lbs					X	1
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	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:

Kenyatta Y. Lee
box SIGN 4Q8X25PP-4WL8K6YX
Sep 15, 2023
Immediate Supervisor   Date

box SIGN 1V3Q39J4-4WL8K6YX
Sep 18, 2023
Chief Executive Officer   Date

Cathlynn Vianna
box SIGN 1R6ZLY3Z-4WL8K6YX
Sep 19, 2023
Human Resources - Compensation   Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Airport Operations – Airline

Department: Airport Operations – Airline | Date: September 28, 2024

Title of Immediate Supervisor: Vice President, MCO Operations | Pay Level: L31

POSITION SUMMARY: Responsible for the day-to-day management and long-term planning of the Authority's common-use and preferential facilities. Act as liaison between the Authority and numerous State and Federal Agencies. Assist in domestic and international airline marketing and route development. Responsible for the management of the Authority'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 Authority common-use and preferential facilities
- Responsible for the operational security and compliance with all relevant federal, state, and local rules and regulations, related to the Authority's common-use facilities.
- Responsible for the scheduling and billing elements of providing common-use facilities, as well as coordinating with Customs and Border Protection (CBP) for approvals of international flights. Oversight of responsibility includes from the pre-planning stages to day-of operation.
- Provide coordination with airlines, passengers, essential service operators and tour operators, City, County, State and Federal agencies as needed.
- Responsible for the oversight of the operation in the CBP Federal Inspection Station (FIS), to include ensuring orderly flow and effective airport processes, to facilitate arrivals of international post-cleared flights.
- Oversee the proper processing and removal of international and domestic trash in accordance with USDA regulations.
- Coordinate and direct consultants, legal counsel and other Authority departments on matters related to assigned areas of the Airline Division.
- Oversee the administration of contracted Airline Operations contracts as Authorized Authority Representative (AAR), to include oversight of the FIS Ambassadors and Virtual Ramp Control.
- Assist the Marketing and Air Service Development department in domestic and international airline marketing and route development.
- Develop, implement, and train staff regarding emergency and contingency plans to maintain excellent customer service during interruptions of normal processes.
- Act as representative for non-participating airlines and the Airline Division at the Airline Management Council.
- Supervise and track the department annual operating, revenue and capital budgets and coordinate the annual budget process. Review invoices, request funds, and facilitate payment as necessary.
- Develop strategies to support the vision and strategic mission of the Aviation Authority.
- 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 aviation management, business administration or related field, and seven (7) years experience in an airport/airline operations management environment, including at least three (3) years working at a medium to large hub airport, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated leadership, management skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent oral and written communications skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Demonstrated ability to deliver excellent customer service
- Excellent organizational skills
- Attention to detail
- Able to use a two-way radio
- Willing and able to adjust work schedule as conditions warrant
- Knowledge of related laws, regulations, policies and procedures, including Federal Aviation Regulations pertaining to lease and use of facilities
- Bi-lingual skills desired

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional certifications (A.A.E., I.A.P., etc.) desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees; indirectly supervises a staff of approximately 65

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
- May require high-level negotiating skills
- Participates in decisions and development of policies that affect the day-to-day operations of the Airline Division
- Interprets existing regulations and policies applicable to daily decision making for the Airline Division
- Responsible for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned Authority common-use facilities

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:

Marquez A. Griffin
box SIGN 18L78R71-1XX6XJLZ
Sep 30, 2024
Immediate Supervisor Date

box SIGN 4Q8XW3KX-1XX6XJLZ
Oct 1, 2024
Chief Operating Officer Date

Randy Hudgins
box SIGN 42KZV7VX-1XX6XJLZ
Oct 1, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Airport Operations – Airline

Department: Airport Operations – Airline

Date: September 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		X	3
Walking			X		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
Communication Radio				X		3

SUPERVISOR COMMENTS:

Marquez A. Griffin
box SIGN 18L78R71-1XX6XJLZ
Sep 30, 2024
Immediate Supervisor Date

box SIGN 4Q8XW3KX-1XX6XJLZ
Oct 1, 2024
Chief Operating Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-1XX6XJLZ
Oct 16, 2024
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Airport Operations – BHS/GSE

Department: Airport Operations – BHS/GSE	Date: September 28, 2024
Title of Immediate: Vice President, MCO Operations	Pay Level: L31

POSITION SUMMARY: Responsible for the day-to-day management and long-term planning of the Authority's Baggage Handling (BHS) and Ground Support Equipment (GSE) operations and facilities. Coordinate the development of all plans, procedures and is responsible for administrative, budgetary and operational issues. Provide guidance and supervision to staff, ensuring safe, secure and orderly operations. Maintain a program that provides excellent customer service and safety while meeting fiscal goals. Act as liaison between the Authority and related consultants, customers, and regulatory personnel.

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 planning, development and administration of the Authority's Baggage Handling Systems (BHS) and Ground Support Equipment (GSE) programs
- Responsible for the operational security and compliance with all relevant FARs which are related to the Authority's BHS and GSE.
- Serve as liaison with the Transportation Security Administration (TSA), airline tenants, and service providers to ensure seamless operations and communications within the BHS/GSE Division.
- Provide coordination with airlines, passengers, essential service operators and tour operators, City, County, State and Federal agencies as needed. Meet with TSA, airline tenants, and service providers on a regular basis to develop joint solutions to improve operational performance and reliability.
- Develop and implement system metrics, to include baggage delivery times, to support continuous improvement within BHS/GSE Division. Review with external partners to ensure compliance with established metrics.
- Coordinate and direct consultants, legal counsel and other Authority departments on matters related to assigned areas of the BHS/GSE Division.
- Develop, implement, and train staff regarding emergency and contingency plans to ensure excellent customer service is delivered during system failures or other interruption of normal processes.
- Investigate and respond to issues, concerns and complaints from users of the Authority's areas and equipment.
- Identify operational trends and deficiencies in operations and implement solutions to improve performance and reliability.
- Oversee the administration of contracted BHS/GSE equipment maintenance contracts. Authorized Authority Representative (AAR) for applicable contracts. Coordinate and oversee related contractual activities.
- Supervise and track the department annual operating, revenue and capital budgets and coordinate the annual budget process. Review invoices, request funds, and facilitate payment as necessary.
- Develop strategies to support the vision and strategic mission of the Aviation Authority.
- 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 aviation management, business administration or related field, and seven (7) years of experience in an airport operations management, with at least three (3) of those years working at a medium to large hub airport, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Familiarity with Transportation Security Administration Regulations, with emphasis on TSAR 1542
- Demonstrated leadership and management skills
- Excellent oral and written communications skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required.
- Demonstrated ability to deliver excellent Customer Service.
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Excellent organizational skills
- Attention to detail
- Able to use a two-way radio
- Knowledge of related laws, regulations, policies and procedures
- Willing and able to adjust work schedule as conditions warrant

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional certifications (A.A.E., I.A.P., etc.) desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 2; indirectly supervises a staff of approximately 30 in addition to contracted personnel

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
- May require high-level negotiating skills
- Participates in decisions and development of procedures that affect the day-to-day operations of the BHS/GSE Division
- Interprets existing regulations and policies applicable to daily decision making for the Airline Division
- Responsibility for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned common use facilities

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:

Marquez A. Griffin
box SIGN 18L78R71-1RKRK5XL Sep 30, 2024
Immediate Supervisor Date

box SIGN 4Q8XW3KX-1RKRK5XL Oct 1, 2024
Chief Operating Officer Date

Randy Hudgins
box SIGN 42KZV7VX-1RKRK5XL Oct 1, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid-Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Airport Operations – BHS/GSE

Department: Airport Operations – BHS/GSE Division

Date: September 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			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	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
Baggage Conveyor Systems/Ground Support Equipment				X		3
Communication Radio			X			3

SUPERVISOR COMMENTS:

Marquez A. Griffin
box SIGN 18L78R71-1RKRK5XL
Sep 30, 2024
Immediate Supervisor Date

box SIGN 4Q8XW3KX-1RKRK5XL
Oct 1, 2024
Chief Operating Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-1RKRK5XL
Oct 16, 2024
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Airport Operations – Emergency Management

Department: Airport Operations – Emergency Management Date: August 19, 2024

Title of Immediate Supervisor: Vice President, MCO Operations Pay Level: L31

POSITION SUMMARY: Responsible for the management and long-term planning of the Airport Emergency Management Program by administering and facilitating a range of actions for confronting the immediate effects of a disaster event, natural or man-made. Direct the activities encountered within the Airport community outside the scope of normal daily operations so that the Airport community can prepare, manage, and recover as quickly and completely as possible. Work with the Greater Orlando Aviation Authority (Aviation Authority) departments as well as agencies in the airport community verifying emergency plans are current, exercised, and adhered to in times of emergencies. Airport liaison to local, state, and federal Emergency Management Agencies. Provide guidance and supervision to staff, maintaining safe, secure and orderly operations during emergency events.

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 planning, development and administration of the Aviation Authority's emergency management program.
- Act as the Greater Orlando Aviation Authority (Aviation Authority) primary advocate for effective disaster management; serve as principal coordinator of the emergency operations planning process.
- Design, exercise, and evaluate emergency and contingency plans specific to areas or services of the facility; serve as a resource to all Aviation Authority departments in analyzing and evaluating emergency plans to confirm they continue to meet the current needs of the organization.
- Coordinate the efforts of all Aviation Authority departments to maintain appropriate preparedness, response, recovery and mitigation are carried out. Design, coordinate, and evaluate departmental exercises to verify that all employees completely understand the Airport Emergency Plan and their role in carrying it out.
- Facilitate all aspects of the required FAA Part 139 Tri-Annual Exercise from development to implementation and facilitation to evaluation and corrective actions.
- Design, exercise, evaluate, and review updates to tenant/airline emergency plans to confirm they address all areas of emergency management and are in conjunction with the Airport's plan.
- Perform Hazard Vulnerability Analysis to address all emergencies known or that could be encountered by the airport community; supports the airport community in all aspects of Emergency Management.
- Draft policy relating to emergency management.
- Key member of Airport's Incident Management Team during event response; provide leadership in emergency situations. Provide guidance and supervision to staff, maintaining safe, secure and orderly operations during emergency events.
- Develop and maintain the Emergency Operations Center (EOC) as a site from which key officials can direct and control operations during an emergency event.
- Able to assume all roles in the EOC, before, during, and following events; facilitates timely and complete situation information, including damage assessment, during and after emergency events.
- Verify that all appropriate tracking, reporting, and documentation is completed and reported to the appropriate authorities in a timely manner.
- Establish and maintain a community wide family assistance plan with the area emergency management community in the effort to support the community during emergency events.
- Responsible for staying current on all Aviation Authority emergency response procedures and maintaining proper response as required.
- Interface with accident investigation teams in all areas of emergency management.

- Develop strategies to support the vision and strategic mission of the Aviation Authority.
- May 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.
- Establish and maintain records and reports appropriate to the area of responsibility
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in one of the following fields: Emergency Management, Public Administration, Fire or EMS, Management and seven (7) years experience in a leadership capacity in emergency services - Police, Fire, Emergency Management, or Airport Operations, or an equivalent combination of education, training, and experience. Experience with emergency management, command and control, and training/exercises. Experience with large public facilities desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Technical training in various types of emergency management, training programs, exercise design and evaluation and record keeping
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required.
- Knowledge of related laws, regulations, policies and procedures related to emergency management
- Ability to speak publicly
- Demonstrated ability to work effectively and exhibit leadership in stressful environment
- Effective oral and written communication skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Excellent organizational skills
- Attention to detail
- Able to use a two-way radio
- Willing and able to adjust work schedule as conditions warrant

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- NIMS certification to the ICS 400 level
- Completion of local, state, and federal Emergency Management Programs 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)*

- Display a high degree of teamwork between various public and private entities
- High degree of independence, minimal supervision – extensive latitude in initiative, judgment and authority
- Must make accurate immediate decisions in emergencies to facilitate efficient utilization of Airport Operations personnel.

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:

Marquez A. Griffin
box SIGN 18L78R71-189P9QL6 Sep 30, 2024
Senior VP, Operations Date

box SIGN 4Q8XW3KX-189P9QL6 Oct 1, 2024
Chief Operating Officer Date

Randy Hudgins
box SIGN 42KZV7VX-189P9QL6 Oct 1, 2024
Vice President, Human Resources Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Airport Operations – Emergency Management

Department: Airport Operations – Emergency Management 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			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	2
Reaching over head					X	2
Kneeling, Crawling					X	2
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	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:

Marquez A. Griffin
box SIGN 18L78R71-189P9QL6
Sep 30, 2024
Senior VP, Operations Date

box SIGN 4Q8XW3KX-189P9QL6
Oct 1, 2024
Chief Operating Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-189P9QL6
Oct 16, 2024
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Airport Operations – Landside

Department: Airport Operations – Landside
Date: September 30, 2024
Title of Immediate: Vice President, MCO Operations
Pay Level: L31

POSITION SUMMARY: Responsible for the day-to-day management and long-term planning of the Authority's Landside Operations Division. Coordinate the development of all plans, policies and procedures and responsible for administrative, budgetary and operational issues. Provide guidance and supervision to staff, maintaining safe, secure and orderly operations. Maintain a program that provides excellent customer service and safety while meeting fiscal goals. Act as liaison between the Authority and related consultants, customers, and regulatory personnel.

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 safe, secure and orderly operation of the Landside Division, to include Terminals A, B, and C, the roadway system, and the Train Station.
- Develop and recommend policies and procedures, coordinate the development and implementation of plans and changes within the Landside Division.
- Serve as liaison with the Transportation Security Administration (TSA), managing operational and support issues.
- Responsible for emergency management planning and execution for assigned areas of the Landside Division.
- Represent the Landside Division and present Notice of Violations and supporting documents at the Ground Transportation Committee meetings and Appeals hearings.
- Coordinate with consultants, legal counsel and other Authority departments on matters related to assigned areas of the Landside Division; take the lead on applicable matters.
- Act as the Airport Operations' coordinator for facility compliance with the Americans with Disabilities Act (ADA) Section 504 and Florida Building Code.
- Provide construction oversight for projects affecting areas of the Landside Division.
- Supervise and track the department annual operating, revenue and capital budgets and coordinate the annual budget process. Review invoices, request funds, and facilitate payment as necessary.
- Oversee the administration of contracted Airline Operations contracts as Authorized Authority Representative (AAR), to include oversight of the FIS Ambassadors and Virtual Ramp Control.
- Develop strategies to support the vision and strategic mission of the Aviation Authority.
- 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.
- Coordinate and manage special projects.
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Public Administration, or Business Administration, or related field and seven (7) years of operations management experience at a public or military airport, with at least three (3) of those years working at a medium to large hub airport, or an equivalent combination of education, training and experience. Supervisory experience required; Landside operations experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required.
- Able to use a two-way radio
- Effective oral and written communication skills
- Demonstrated leadership and management skills
- Demonstrated ability to deliver excellent Customer Service.
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Demonstrated financial / budget skills
- Excellent organizational skills
- Attention to detail
- Knowledge of related laws, regulations, policies and procedures
- Knowledge of City of Orlando and Aviation Authority rules and regulations pertaining to ground transportation at the Airport
- Familiarity with Transportation Security Administration Regulations, with emphasis on TSAR 1542
- Knowledge of ADA Section 504 and Florida Building Code
- Familiarity with construction and electronic documents, plans and schematic diagrams desired
- Willing and able to adjust work schedule as conditions warrant

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional certifications (A.A.E., I.A.P., etc.) desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 3; indirectly supervises a staff of approximately 110; may oversee contracted personnel

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
- May require high-level negotiating skills
- Participates in decisions and development of policies that affect the day-to-day operations of the Landside Division
- Interprets existing regulations and policies applicable to daily decision making for the Landside Division
- Responsibility for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned common use facilities
- Must make accurate immediate decisions in emergencies to facilitate utilization of Landside Operations personnel.

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:

Marquez A. Griffin

box SIGN 18L78R71-13V2V589 Sep 30, 2024

Immediate Supervisor Date

box SIGN 4Q8XW3KX-13V2V589 Oct 1, 2024

Chief Operating Officer Date

Randy Hudgins

box SIGN 42KZV7VX-13V2V589 Oct 1, 2024

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

Assistant Vice President, Airport Operations - Landside

Department: Airport Operations – Landside

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	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		3
Chemicals					X	1
Insects					X	2
Heights, Confined Areas					X	1
Excessive Noise				X		2
Willing and able to adjust work schedule as conditions warrant					X	3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicle				X		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other				X		3

SUPERVISOR COMMENTS:

Marquez A. Griffin

box SIGN 18L78R71-13V2V589

Sep 30, 2024

Immediate Supervisor Date

box SIGN 4Q8XW3KX-13V2V589

Oct 1, 2024

Chief Operating Officer Date

Natalia Londono

box SIGN 4Z79XV2Z-13V2V589

Oct 16, 2024

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Airport Operations – Parking & Ground Transportation

Department: Airport Operations – Parking & Ground Transportation Date: September 29, 2024

Title of Immediate Supervisor: Vice President, MCO Operations Pay Level: L31

POSITION SUMMARY: Responsible for the day-to-day management and long-term planning of the Authority's Parking and Ground Transportation Division. Oversees the airport public parking and shuttle bus programs, and related parking equipment maintenance services. Oversees all operation and administration of Ground Transportation, to include implementation of the Ground Transportation Rules & Regulations (GTR&Rs). Provides guidance and supervision to staff, ensuring safe, secure and orderly operations. Maintains a program that provides excellent customer service and safety while meeting fiscal goals. Acts as liaison between the Authority and related customers, consultants, and regulatory personnel.

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 modify the Authority's ground transportation, public parking and shuttle bus programs.
- Overall responsibility for the collection, accounting and validation of the Authority's parking and ground transportation revenue. Develop budget forecasts and administration of funds. Review and authorize payment of contractor reimbursable expenses.
- Oversee the administration of contracted transportation management, parking/shuttle agreements and parking equipment maintenance contracts. Authorized Authority Representative (AAR) for applicable contracts. Coordinate and oversee related contractual activities. Confirm all programs adhere to applicable federal, state, and local regulations and guidelines.
- Oversee the development of plans and specifications for upgrade & maintenance of the Parking Revenue Control System equipment.
- Oversee compliance of the Ground Transportation Concession agreement, Transportation Network Company (TNC) Operating agreements, and other ground transportation agreements.
- Develop, recommend and implement appropriate rate schedules, discount programs, etc. Research and recommend programs to enhance revenue.
- Supervise and track the department annual operating, revenue and capital budgets and coordinate the annual budget process. Review invoices, request funds, and facilitate payment as necessary.
- Oversee parking audits.
- Develop and implement plans, procedures, guidelines and programs for continual evaluation and upgrade of computer hardware and software components, parking equipment and technology, Ground Transportation Rules and Regulations, and related staff training. Reviews recommendations made to support such.
- Develop, interpret and implement departmental procedures, to include modifying contingency plans and developing staff to maintain excellent customer service during system failure or other interruption of normal processes.
- Develop emergency response procedures related to parking and shuttle bus contracts, as well as departmental emergency preparedness. Plan and implement emergency and business continuity measures
- Serve as department liaison with other GOAA departments and outside agencies on matters related to parking, employee shuttle and economy shuttle operations, and ground transportation.
- Maintain the safe, secure, and orderly operation for the Parking & Ground Transportation Division, including overseeing measures to maintain maximum level of safety in all parking facilities / areas.
- Develop strategies to support the vision and strategic mission of the Aviation Authority.
- Responsible for administrative, budgetary, and operational issues, to include oversight of the approval process of time sheets.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Public Administration or Business Administration, or related field and seven (7) years of experience in the areas of parking management or ground transportation management, including contract administration, or an equivalent combination of related education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of City of Orlando and Aviation Authority rules and regulations pertaining to ground transportation at the Airport
- Knowledge of electronic, radio, electrical and RF applications and theory desired
- Familiarity with construction and electronic documents, plans and schematic diagrams desired
- Knowledge of MS Office suite, and MS Windows computer operating systems required, knowledge of parking management software desired
- Able to use a two-way radio
- Demonstrated ability to deliver excellent Customer Service.
- Demonstrated leadership and management skills
- Effective oral and written communication skills
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Demonstrated financial / budget skills
- Willing and able to adjust work schedule as conditions warrant

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 3; indirectly supervises a staff of approximately 40, in addition to contracted personnel

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
- May require high-level negotiating skills
- Participates in decisions and development of policies that affect the day to day operations of the Parking Operation or Ground Transportation Services.
- Interprets existing regulations and policies applicable to daily decision making for the Parking Operation or Ground Transportation Services.
- Responsibility for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned facilities

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

Vice President, Human Resources Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Airport Operations – Parking & Ground Transportation

Department: Airport Operations – Parking & Ground Transportation

Date: September 29, 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		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		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 Radio				X		3
Plaza / Lane Equipment					X	3

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Operating Officer Date

Human Resources – Compensation Date

Assistant Vice President, Project Management Office

Department: Executive Administration　Date: October 21, 2024

Title of Immediate Supervisor: Chief of External Affairs　Pay Level: L33

POSITION SUMMARY: Lead the Aviation Authority's project management team and drive the successful execution of key initiatives across the organization. This role requires a visionary leader who can manage multiple high-stakes projects, foster a culture of excellence, and ensure alignment with our organization's strategic goals. Oversee project timelines based on strategic prioritization, planning, and resource utilization. Design, communicate, and implement 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:*

- Develop and implement a comprehensive project management strategy that aligns with organizational objectives supporting the Chief of External Affairs and other Executive Suite staff.
- Oversee the planning, execution, and delivery of major projects and programs, ensuring adherence to scope, timeline, budget, and quality standards.
- Lead, mentor and support all project management staff, fostering a culture of continuous. 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.
- Collaborate with the Executive leadership and cross-functional teams to define project objectives, requirements, and deliverables.
- Coordinate project meetings among GOAA staff, consultants, and contractors as required to execute projects through design and construction phases.
- Act as the primary point of contact for key stakeholders, ensuring clear communication and engagement throughout project lifecycles.
- Identify potential project risks and develop mitigation strategies to minimize impact on project delivery and business outcomes 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.
- Conduct regular project reviews and provide reports to executive leadership on progress, risks, and resource allocation.
- Oversee project budgeting, financial planning, and resource allocation to optimize project performance and ROI.
- 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration or a related field and ten (10) years of experience progressive management 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 is 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
- Proven track record of successfully managing large-scale projects and leading cross-functional teams.
- Strong computer skills in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, etc.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- PMP, PgMP, or similar project management certification is required

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, a high level of initiative judgment, and authority.
- Independently manage and prioritize multiple concurrent complex projects, completing work under pressure to meet strict deadlines and 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 promptly 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:

Kenyatta Y. Lee
box SIGN 4Q8X25PP-4Z2RWLQ6
Oct 28, 2024
Immediate Supervisor-CEA Date

box SIGN 1V3Q39J4-4Z2RWLQ6
Nov 12, 2024
Chief Executive Officer Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-4Z2RWLQ6
Nov 13, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid-Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Project Management Office

Department: Executive Administration

Date: October 21, 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:

Kenyatta Y. Lee
box SIGN 4Q8X25PP-4Z2RWLQ6
Oct 28, 2024
Immediate Supervisor-CEA Date

box SIGN 1V3Q39J4-4Z2RWLQ6
Nov 12, 2024
Chief Executive Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-4Z2RWLQ6
Nov 14, 2024
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Systems Operations

Department: Airport Operations – Systems Operations Date: September 28, 2024

Title of Immediate Supervisor: Vice President, MCO Operations Pay Level: L36

POSITION SUMMARY: Provide extensive controls engineering expertise and skills for the baggage sortation systems and assigned conveyor systems. Oversee the timely execution of the controls design, programming and implementation of assigned systems and subsystems at the Greater Orlando Aviation Authority. Troubleshoot to isolate technical/controls issues related to the Authority's ability to effectively and efficiently process baggage.

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 participate in maintaining, developing and implementing concepts and specifications for new control systems, and extensions of or improvements to current control systems.
- Provide specifications for control systems' software and software modifications and develop and document as appropriate to the circumstances.
- Review control systems documentation for sufficiency and technical accuracy.
- Maintain BHS and related stand-alone networks including switches, routers, and firewalls.
- Provide technical leadership for and participate in analyzing and resolving baggage sortation and other control system's computing and communications problems. Coordinate with other departments and offices, contractors, etc. as necessary to achieve a successful outcome.
- Develop and monitor assigned portion of annual Airport Operations system budget.
- Implement operational and technical solutions to improve the performance and reliability of the BHS and Control Center responsibilities.
- Develop, implement and train staff regarding emergency and contingency plans.
- Plan for future construction projects, contracts and enhancements. Attend required meetings and planning sessions as needed.
- Provide technical support as needed to maintain minimal operational downtimes.
- Confirm compliance with all TSA and Federal regulations, rules and protocol with relation to baggage processing and security.
- Oversee and maintain strict Information Security policies and threat management.
- Develop strategies to support the vision and strategic mission of the Aviation Authority.
- 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 Electrical Engineering (BSEE), Electrical Engineering Technology (BSEET), or Computer Science (BSCS) and seven (7) years experience with baggage sortation system support, or an equivalent combination of education, training and experience. Detailed knowledge of PC and PLC hardware. Experience with various computer operating systems (QNX, UNIX, Linux, Windows Workstation, and Server) and programming languages (C, VB, Ladder Logic, Logix 5000 family, Siemens S7). Proficient with network communications (TCP/IP, Sockets, VLANs, and UDP protocols). Related experience in a medium to large hub airport is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Technical knowledge of baggage sortation systems
- Must have excellent analytical problem solving and organizational skills related to the job functions and requirements
- Good oral and written communications skills
- Demonstrated leadership and supervisory skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Ability to work effectively in a stressful environment
- Display professional etiquette when dealing with Authority personnel and outside vendors and the ability to provide proper advice and recommendations to managers and employees at all levels
- 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 three (3) employees in addition to contracted personnel

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
- May require high-level negotiating skills
- Participates in decisions and development of procedures that affect the day-to-day operations of the BHS/GSE Division
- Interprets existing regulations and policies applicable to daily decision making for the Airline Division
- Responsibility for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned baggage sortation 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 Date

Chief Operating Officer Date

Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid-Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Systems Operations

Department: Airport Operations – Systems Operations

Date: September 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		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		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		2
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

Assistant Vice President, Air Service Development

Department: Air Service Development & Marketing | Date: August 10, 2023

Title of Immediate Supervisor: Chief Development Officer | Pay Level: L31

POSITION SUMMARY: Directs the strategic and tactical efforts to attract airlines to increase flights in domestic and international markets at Orlando International Airport (MCO). Develop effective relationships with internal and external stakeholders to meet the Greater Orlando Aviation Authority's (GOAA) goals and objectives, execute short and long-range air service development initiatives to build the core business of passenger service. Facilitate the development of business opportunities for MCO and its' airlines to increase MCO originating passenger traffic.

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 manage MCO's annual marketing plans for both Air Service Development (ASD) and Business Development including the identification of short and long-term goals.
- Cultivate and maintain engaged relationships with airline and industry partners, to meet GOAA's goals and objectives and execute marketing initiatives to build core business of passenger service.
- Research, analyze and identify passenger air service needs to develop the initiatives for market expansion.
- Direct and manage GOAA's business development research needs to help maximize the Orlando-originating business traffic utilizing MCO's non-stop services.
- Manage assigned airline portfolios
- Establish and develop ongoing relationships with airline network route planners for MCO's ASD to attract airlines to increase both domestic and international scheduled and charter passenger flights to MCO.
- Work with Assistant Vice President, Marketing for air service development research needs to support the retention of existing air service and expansion through new air service.
- Travel to headquarters of assigned airline portfolio and present MCO's ASD route opportunities at least every 12-18 months.
- Lead logistical and analytical elements of major industry trade events as a method to establish relationships and attract additional opportunities for MCO's marketing initiatives.
- Represent MCO at ASD industry meetings and corporate business travel conferences as assigned.
- 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.
- Develop and manage all aspects of the Marketing Department budget.
- Manage the Air Service Incentive Program annual list of incentivized markets in support of the program administration.
- Manage tour operator relations @ MCO.
- Manage the administration of the department's Salesforce CRM system to maximize its' usage based on department needs.
- Oversee collaboration with team members to create effective MCO's ASD marketing presentations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in business, marketing, aviation management or related; eight (8) 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. Supervisory experience required. Master degree preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of regional businesses community, tourism and economic development industry, and aviation/airline industry
- Ability to manage staff in a dynamic work environment with constantly changing priorities
- Ability to manage multiple projects within Air Service and Business Development
- Advanced working knowledge of and experience with software including MS Office and Salesforce (CRM) products
- Demonstrated leadership and management skills
- Excellent oral and written communications and presentation skills, bilingual preferred
- Attention to details
- Must have excellent analytical problem solving and organizational skills related to the job functions and requirements
- Strong research, analytical, and creative skills
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times
- Willing and able to travel 25% of the time (Domestic/International)

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Valid US Passport

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 with minimal supervision – substantial latitude in initiative, judgement, and authority
- Judgement required in identifying opportunities and creating/executing marketing strategies
- 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:

Maria Victoria Jaramillo
box SIGN 4YRKR268-15XJQ8XP
Feb 5, 2024
Immediate Supervisor/ CDO Date

box SIGN 1V3Q39J4-15XJQ8XP
Feb 5, 2024
Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VX-15XJQ8XP
Feb 5, 2024
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

Assistant Vice President, Air Service

Department: Marketing & Air Service Development Date: August 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	1
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	3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Willing and able to travel up to 25% of the time (domestic/international)						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
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:

Maria Victoria Jaramillo

box SIGN 4YRKR268-15XJQ8XP

Feb 5, 2024

Immediate Supervisor/ CDO Date

box SIGN 1V3Q39J4-15XJQ8XP

Feb 5, 2024

Chief Executive Officer Date

Natalia Londono

box SIGN 4Z79XV2Z-15XJQ8XP

Feb 10, 2024

Human Resources - Compensation Date

Assistant Vice President, Airline Relations

Department: Executive Administration
Date: July 6, 2023

Title of Immediate Supervisor: Chief Development Officer
Pay Level: L32

POSITION SUMMARY: Lead the Airline Relations department of 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. Oversee 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:*

- Oversee 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.
- Oversee 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
- Proven executive leadership and 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
- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives

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)*

- High degree of independence with minimal supervision or direction
- 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
- 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:

Victoria Jaramillo
box SIGN 4YRKR268-18L39RW7
Aug 31, 2023
Immediate Supervisor /CDO Date

box SIGN 1V3Q39J4-18L39RW7
Sep 14, 2023
Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VX-18L39RW7
Sep 15, 2023
Vice President, Human Resources Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Airline Relations

Department: Executive Administration

Date: July 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	
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: 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:

Victoria Jaramillo
box SIGN 4YRKR268-18L39RW7
Aug 31, 2023

Immediate Supervisor/CDO Date

box SIGN 1V3Q39J4-18L39RW7
Sep 14, 2023

Chief Executive Officer Date

Cathlynn Vianna
box SIGN 1R6ZLY3Z-18L39RW7
Sep 19, 2023

Human Resources - Compensation Date

Assistant Vice President, Airport Operations – Airfield

Department: Airfield Operations Date: September 30, 2024

Title of Immediate: Vice President, MCO Operations Pay Level: L31

POSITION SUMMARY: Responsible for the day-to-day management and long-term planning of the Authority's Airfield Operations Division. Coordinate the development of all plans, policies and procedures and responsible for administrative, budgetary and operational issues. Provide guidance and supervision to staff, maintaining safe, secure and orderly operations. Maintain a program that provides excellent customer service and safety while meeting fiscal goals. Act as liaison between the Authority and related consultants, customers, and regulatory personnel.

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 review inspections of airport facilities, air operations activities, and airfield emergencies.
- Oversee and review all Airfield and Airside facility construction projects to confirm compliance with safety and security guidelines.
- Plan and develop annual budget for the Airfield Operations Division; supervise and track the department annual operating, revenue and capital budgets and coordinate the annual budget process; review invoices, request funds, and facilitate payment as necessary.
- Establish training programs and develops new operating, administrative and management practices for the Airfield Operations Division.
- Develop and recommend policies and procedures, coordinate the development and implementation of plans and changes within Airfield Operations.
- Manage, through subordinates, the planning and implementation of the Wildlife Hazards Management Plan.
- Manage the operational requirements of the Airport Certification Manual (ACM) and Airport Emergency Plan (AEP).
- Authorized Authority Representative (AAR) for applicable 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. Management approval of time sheets in electronic timekeeping system.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Public Administration, or Business Administration, or related field and seven (7) years of operations management experience at a public or military airport, with at least three (3) of those years working in airfield operations at a medium to large hub airport, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough knowledge of aircraft ground and flight operations
- Extensive knowledge of federal, state and local rules and regulations applicable to the operation of a Part 139 commercial service airport, to include FARs, Advisory Circulars and TSARs
- Demonstrated financial / budget skills
- Demonstrated ability to deliver excellent Customer Service.
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Excellent organizational skills
- Attention to detail
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required.
- Knowledge of related laws, regulations, policies and procedures
- Able to use a two-way radio
- Effective oral and written communication skills
- Demonstrated leadership and management skills
- Familiarity with construction and electronic documents, plans and schematic diagrams desired
- Willing and able to adjust work schedule as conditions warrant

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional certifications (A.A.E., I.A.P., etc.) desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 4; indirectly supervises a staff of approximately 20

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
- May require high-level negotiating skills
- Participates in decisions and development of policies that affect the day to day operations of Airfield Operaitons
- Interprets existing regulations and policies applicable to daily decision making for the Airfield Operations.
- Responsibility for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned facilities
- Must make accurate immediate decisions in emergencies to facilitate efficient utilization of Airfield Operations personnel.

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 VP Date

Senior Department VP Date

Vice President HR 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

Assistant Vice President, 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	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	2
Insects					X	2
Heights, Confined Areas					X	2
Excessive Noise			X			3
Willing and able to adjust work schedule as conditions warrant					X	3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Communication/Two-Way Radio		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor   Date

Department Director   Date

Human Resources - Compensation   Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Budget & Contracts

Department: Operations Administration
Date: July 31, 2024

Title of Immediate Supervisor: Chief Operating Officer
Pay Level: L31

POSITION SUMMARY: Oversee budget, contract, and cost control activities for multiple departments, including Operations, Facilities, Security, Engineering, Construction, Planning, Environmental and Orlando Executive Airport. Lead and direct the work of managers, contractors, and assigned staff. Verify budget and contract initiatives and processes are in conformance with the Greater Orlando Aviation Authority's (Aviation Authority) established policies and objectives.

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 overseeing the Departments' contracts and agreements processes from specifications through award. Make sure that staff and managers are aware of contract terms and conditions.
- Direct the work of the Budget and Contracts Division, including overall responsibility for budget, estimates, schedules and contract development and implementation, cost controls, and day-to-day activities for multiple departments, including Engineering, Construction, Planning, Environmental, Facilities and Security.
- Oversee the development of realistic and justifiable Departments' Expense, Revenue, and Capital budgets.
- Oversee budget implementation.
- Liaison with Procurement for contracts and procurements from technical specification preparation through contract execution. Provide estimated value figures for contracts, amendments and renewals.
- Oversee 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.
- Oversee contract development, implementation, progress, challenges, scheduling, and procedures.
- Make recommendations regarding entering into contracts or agreements.
- Oversee preparation and coordination of agenda items requiring Committee, Chief Executive Officer, or Aviation Authority Board approval.
- Confirm department policies, procedures, and safety measures are established and adhered to.
- Assist the Chief Executive Officer, Chief Operating Officer, and Senior Vice Presidents in budget and contractual activities.
- Direct meetings and provide briefings or formal presentations as needed.
- 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, Management, Engineering, or a closely related field, and seven (7) 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
- Excellent interpersonal and negotiating skills required

- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Working knowledge and experience in budget development and monitoring
- Skilled in the use of spreadsheet, database, and word processing software
- Ability to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents
- High level of attention to detail
- High level of analytical ability
- 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 three (3) employees, indirect supervision 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)*

- Works very independently with little supervision or direction
- High level of initiative, judgment, and authority
- Contract development variety of budget analysis.
- Decision to recommend outside contractors for specific assignments.
- High level critical thinking 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:

box SIGN 4Q8XW3KX-46P6ZJZQ Sep 30, 2024
Chief Operating Officer Date

box SIGN 1V3Q39J4-46P6ZJZQ Oct 1, 2024
Chief Executive Officer Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-46P6ZJZQ Oct 1, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid-Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Budget & 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) **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				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:

box SIGN 4Q8XW3KX-46P6ZJZQ Sep 30, 2024

Chief Operating Officer Date

box SIGN 1V3Q39J4-46P6ZJZQ Oct 1, 2024

Chief Executive Officer Date

Natalia Londono

box SIGN 4Z79XV2Z-46P6ZJZQ Oct 16, 2024

Human Resources - Compensation Date

Assistant Vice President, Cargo Business Development

Department: Cargo | Date: October 10, 2023

Title of Immediate Supervisor: Chief Development Officer | Pay Level: L31

POSITION SUMMARY: Under the general direction of the Chief Development Officer, the Assistant Vice President, Cargo Business Development directs the execution of strategic and tactical plans focused on developing new air cargo business at Orlando International Airport (MCO). Interact with all stakeholders across the supply chain to increase air cargo throughput at MCO and improve the airport's position in the global supply chain. Provide key leadership for the Airport in the execution of short- and long-range strategies and strategic initiatives toward achieving specific market objectives.

DUTIES AND RESPONSIBILITIES:

- Create a cargo marketing development plan to re-establish a cargo development line at Orlando International Airport (MCO). Direct the re-establishment of an MCO air cargo association.
- Direct the implementation and execution of the marketing plan and strategy to attract airlines and cargo services to MCO.
- Create and maintain identified prospects and deliver successful pitches for new cargo business opportunities.
- Focus on relationships with airlines, freight forwarders and major 'project' forwarders to ensure MCO remains at the forefront of their planning process.
- Develop and direct the implementation and execution of strategies aimed at growing specific vertical markets of perishables, pharmaceuticals/ life sciences, e-commerce, and heavy/project cargo.
- Implement elements of the Air Service Incentive Program (ASIP) related to cargo incentive initiatives.
- Provide input to the establishment of the annual goals and objectives of MCO's cargo development, both internationally and domestically.
- Prepare and report on all call plans for cargo sales calls.
- Represent MCO at trade events and shows, develop and raise MCO's cargo industry profile and fostering good relationships with external stakeholders
- Monitor and report on the cargo environment including market data, domestic and global trends, competitor market performance and customer developments.
- Develop and present MCO cargo business case presentations to airlines.
- Direct the annual budget preparation and business plans and manage approved departmental budget.
- Direct the relationships with relevant foreign consulates and trade commissioners various international markets to increase trade/ cargo opportunities for MCO.
- Create and maintain CRM database capturing target opportunities
- Work across internal GOAA departments to improve MCO's efficiency in air cargo operations, and in short and long-term planning for infrastructure and facilities. Work with on-airport developers for MCO cargo facilities expansion.

MINIMUM QUALIFICATIONS:

Bachelor's degree in business, marketing, aviation management or related field and six (6) years experience in cargo business development, route planning, economic development, working in aviation marketing/airport industry, air services business development, economics, operations and cargo or an equivalent combination of education, training and experience. Master's degree in a related field and experience with a major airport or airline working in cargo development/sales preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of regional businesses community, cargo and economic development industry, and aviation/airline industry
- Knowledge of U.S. and international cargo regulations regarding the movement of air cargo and proven business development and cargo sales track record
- Skill in evaluating global cargo market gaps and develops business strategies, objectives and timelines to capture the cargo market
- Ability to travel extensively domestically and internationally
- Ability to work in a dynamic work environment with constantly changing priorities
- Ability to manage multiple MCO cargo development projects
- Attention to details
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times
- Excellent oral and written communications and presentation skills. Bilingual and bicultural desirable
- Ability to plan, organize and manage coalitions and campaigns to achieve strategic MCO cargo objectives
- Ability to navigate and negotiate air cargo opportunities for MCO
- Must have excellent analytical problem solving and organizational skills related to the job functions and requirements

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Valid Passport

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 with minimal supervision – substantial latitude in initiative, judgement, and authority
- Judgement required in identifying opportunities and creating/executing marketing strategies
- 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:

Victoria Jaramillo
box SIGN 4YRKR268-427572RW
Oct 25, 2023
Immediate Supervisor/CDO Date

Kevin J. Thibault
box SIGN 1V3Q39J4-427572RW
Oct 26, 2023
Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VX-427572RW
Nov 1, 2023
Vice President, Human Resources Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Cargo

Department: Cargo

Date: October 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	1
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	3
Typing/CRT (attention to detail)			X			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing			X			3
Willing and able to travel up to 25% of the time (domestic/international)						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
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:

Victoria Jaramillo
box SIGN 4YRKR268-427572RW

Oct 25, 2023

Immediate Supervisor/CDO Date

Kevin J. Thibault
box SIGN 1V3Q39J4-427572RW

Oct 26, 2023

Chief Executive Officer Date

box SIGN 1R6ZLY3Z-427572RW

Nov 1, 2023

Human Resources - Compensation Date

Assistant Vice President, Concessions

Department: Concessions | Date: June 27, 2024

Title of Immediate Supervisor: Vice President, Concessions | Pay Level: L32

POSITION SUMMARY: Oversee and manage all aspects of the daily operations of the Orlando International Airport concessions program, providing customers with a world-class concessions experience and generating maximum revenues consistent with the Greater Orlando Aviation Authority's (Aviation Authority) concession 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:*

- Continuously analyze concessions programs and propose any improvements and enhancements available in the marketplace to Aviation Authority executives. Keep up to date with national and international concession market trends.
- Monitor and maintain list of Agreements, terms, and expiration dates.
- Overall responsibility for procuring available opportunities on time without delay or without leaving empty or dark spaces to the extent possible and optimal. Assist in negotiations for theme store contract renewals.
- In collaboration with Procurement, develop Request for Proposal (RFP) documents, coordinate evaluation of proposals by finance, small business, legal, etc., and prepare documents for Procurement Committee (PC). Confirm effective policies are in place for RFP process.
- Draft Board, Procurement Committee, and other Committee agenda items/presentations, as necessary.
- Develop contracts/amendments in conjunction with legal counsel as required.
- 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.
- Oversee coordination of 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.
- Analyze technology trends and opportunities for incorporation into concession program and spaces.
- Work with any concessions consultants as directed by senior management.
- Verify maintenance of contract documents, lease records and permits for all tenants are in compliance with the Aviation Authority policies
- Periodically analyze Concessions Policy for suggestion of relevant or optimal revisions consistent with Aviation Authority's vision and industry standards.
- 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.
- Prepare annual O & M, revenue, and capital budgets for the department.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Accounting, Business Administration, Finance, Retail Management, or a related field, and seven (7) 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.

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 Aviation Authority goals.
- Experience in commercial, real estate, property management, marketing, and retailing.
- Ability to communicate effectively verbally and in writing; interact effectively with all levels of Aviation Authority 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, 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)*

- Directly supervises a staff of approximately five (5) employees; indirectly supervises a staff of approximately three (3) 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, minimal supervision
- Extensive latitude in initiative, judgment, and authority
- Negotiate, draft, and interpret contracts and requests for proposal

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:

Tracy C. Harris
box SIGN 4Y6L9281-4P7P5Q3P
Jun 27, 2024
Immediate Supervisor Date

Yovannie Rodriguez
box SIGN 173WL561-4P7P5Q3P
Jul 2, 2024
Chief Administrative Officer Date

Dr. Randoph Hudgins
box SIGN 42KZV7VX-4P7P5Q3P
Jul 2, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Senior Level Officials and Managers

Rotating Shift: N/A

Physical Requirements and Working Conditions

Assistant Vice President, Concessions

Department: Concessions

Date: June 27, 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		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Tracy C. Harris
box SIGN 4Y6L9281-4P7P5Q3P

Jun 27, 2024

Immediate Supervisor — Date

Yovannie Rodriguez
box SIGN 173WL561-4P7P5Q3P

Jul 2, 2024

Chief Administrative Officer — Date

Natalia Londono
box SIGN 4Z79XV2Z-4P7P5Q3P

Jul 3, 2024

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Customer Experience

Department: Customer Experience — Date: May 8, 2023

Title of Immediate Supervisor: Vice President, Customer Experience — Pay Level: L31

POSITION SUMMARY: Develop and oversee the airport-wide customer experience program and initiatives to exceed the expectations of airport guests. Provide departmental support in developing a customer-centric environment that aligns with the Greater Orlando Aviation Authority's (GOAA) strategic plan.

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 closely with the Vice President, Customer Experience to oversee and monitor continuous improvements to GOAA's Customer Experience program, processes and procedures, to ensure alignment with the Authority's strategic plan and the "Orlando Experience ®".
- Oversee GOAA's airport-wide customer service training initiatives including but not limited to, training airport leaders, vendors, tenants, airline personnel; facilitating employee customer service framework education; and integrating the airport's customer experience philosophy into each company's training program.
- Collect and analyze feedback from communication channels to identify customer experience needs and implement methods for promoting new initiatives, programs, and services.
- Develop and utilize analytics and forecasting to measure the needs, perceptions and expectations of customers; effectively analyze results; identify trends, areas of success and opportunity; and develop appropriate plans of action to address them.
- Work with GOAA departments to establish customer service performance measures, based on key performance indicators.
- Oversee airport employee communication via emails, blogs, pocket guides, etc. Administer the Airport Recognition Program. Direct the employee airport website including updates and enhancements.
- Represent the department in tenant meetings related to customer and employee experience.
- Lead the department's customer service software upgrades and implementation processes including sourcing, setup, and testing.
- Serve as a liaison to and partner with consultants, the airport community, and neighboring communities to achieve goals and enhance the airport experience for all.
- Support emergency response measures through oversight and appropriate delegation of the Airport Family Assistance Plan and coordination with Airport and community partners; participate in emergency exercises; serve in various emergency response roles, as needed; and attend meetings to support the development and revision of emergency plans, including communication and training methods.
- Actively participate as a member of the Customer Service Advisory Council (CSAC); and participate in numerous committees pertaining to Customer Experience.
- Coordinate with GOAA departments and board members to communicate Customer Experience initiatives and to provide guidance and advice regarding Customer Experience related issues.
- Develop and effectively administer assigned budgets.
- May draft/negotiate contracts or agreements, and/or manage the proposal/evaluation/selection process.
- 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 acting Vice President, Customer Experience in their absence.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Management or related field and seven (7) years of experience in supervisory/management customer service roles in an airport, airline or within the hospitality industry or an equivalent combination of related education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated in-depth knowledge of the Customer Service/Experience field and current trends and initiatives; including knowledge of best practices in airport and/or hospitality industries
- Ability to effectively analyze data to determine areas of success and opportunity
- Ability to successfully create, implement and manage new programs and processes
- Current working knowledge of MCO (Orlando International Airport) strongly preferred
- Demonstrated skill in developing and implementing complex change initiatives
- Understanding of current customer service initiative framework (participation on a work team preferred)
- Demonstrated presentation skills including being comfortable speaking in front of large groups and across all levels of the organization
- Excellent interpersonal, written and oral communication skills
- Strong negotiation & conflict resolution skills
- Basic facilitation skills
- Passion for creating an environment for growth and development
- Demonstrated leadership skills
- Demonstrated skill in managing and motivating teams
- Ability to encourage senior-level leaders, station managers and other stakeholders
- Ability to manage change effectively
- Intermediate computer and Microsoft Office skills
- Ability to effectively manage multiple large-scale projects simultaneously

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees; indirectly supervises approximately thirty three (33) 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)*

- High level of authority and independent decisions based on industry and professional standards
- Oversight of important, visible airport initiatives that include GOAA, tenants, and other stakeholders
- Design, appraise, analyze, evaluate appropriate actions on a regular basis

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:

YCRussell 6/7/23
Immediate Supervisor/Vice President Date

06-07-2023
Chief of Operations Date

6/12/23
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

Assistant Vice President, Customer Experience

Department: Customer Experience Date: May 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				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	1
Excessive Noise					X	2
Other						
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA or Personal Vehicle					X	3
General office equipment (computer, copier, fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

JCRussell 6/7/23
Immediate Supervisor/Vice President Date

06-07-2023
Chief of Operations Date

6/14/23
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Engineering

Department: Engineering & Architecture
Date: August 19, 2024

Title of Immediate Supervisor: Vice President, Engineering & Architecture
Pay Level: L32

POSITION SUMMARY: Manage engineering/architecture and development projects and programs from inception through planning, final design, bid and award, permitting, construction completion 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:*

- Develop Project Management Plans for airport development projects, including defining the scope of work, project budgets and schedules.
- Manage Engineering/Architecture projects, programs and other assignments from inception through final design, permitting, bid and award, construction phase administration, project closeout and associated stakeholder coordination, develop and maintain Master Design Guidelines, assist with selection of consultants and consultant fee negotiations, develop and control project scope, budget and schedule; cost reconciliations and approval of pay, construction phase management such as construction administration and closeout.
- Manage Airfield, Roadway and Utilities projects and programs from inception through final design, permitting, bid and award, construction phase administration, project closeout, and associated stakeholder coordination, attend job coordination meetings and site visits, inspect work and verify compliance with design standards, codes, permits and statutes as required, approve pay applications and invoices from consultants and contractors, approve project completion and closeout.
- Manage Planning projects from inception through completion and closeout. Develop and control scope, budget, schedule and communications for assigned planning projects. Work is performed in close coordination with department staff, general and continuing consultants, legal counsel and end users. Provide technical review and advice during planning phase, manage FAA ALP Change and Air Space Reviews, update and maintain the Master Conceptual Drainage Plan and Permitting.
- Supervise and manage direct reporting staff, complete performance appraisals, coach and counsel subordinate staff as necessary.
- Complete technical planning analyses relating to short- and long-term/ultimate airfield, other airport and aviation facility requirements. Prepare conceptual and layout plans, construction project cost estimates, drawings and studies for the development of airport and tenant facilities. Conduct site visits as needed.
- Assist in the development and support updating of the Airport Capital Improvement Programs (CIPs), project funding strategies and preparation of agency grant applications.
- Manage the Airfield Capital Improvement Plan (CIP), including assistance in preparation for grant applications; manage the Airfield Pavement and Lighting Management Programs including assessments and improvements.
- Manage Roadway and Bridge projects and programs, including Roadway Pavement Management, Condition Assessment, Roadway Capital Improvement Program, Roadway Sign Structures Inspection Program, and Bridge Inspection Program.
- Manage Authority's Civil Permitting Process for all on-going programs and projects
- Review Environmental Resource Permit applications.
- Coordinate and negotiate with Utility Companies for all on-going programs and projects.
- Manage the GOAA Facilities Addressing Program.
- Manage CAD/GIS/BIM initiatives.
- Provide expert feedback as needed for management evaluation and decision making on assigned projects.
- Conduct tours, gives briefings and presentations related to engineering/architecture projects.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Civil Engineering, Architecture or closely related field and seven (7) years of related airport experience managing design and construction of small and large scale projects for an architectural firm, engineering firm, consulting firm, construction company or a public agency with responsibility for compliance and enforcement activities, or an equivalent combination of education, training and experience. Airport experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong leadership skills, supervisory skills preferred
- Demonstrated ability to effectively communicate and engage with senior-level executives
- Project management skills
- Ability to analyze data and plan/budget projects
- Ability to effectively oversee the work of outside and “extension of staff” consultants
- Excellent oral and written communication skills, interpersonal skills
- Working knowledge of BIM, CAD, GIS equipment and software
- Proficient in the use of computers, including Microsoft Office Suite, Projects, etc.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver’s license
- Florida Professional Engineering (PE) or Architectural license preferred at time of hire, required within one (1) year of assuming the position

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Manage and direct the work of multiple consultants and staff extension personnel

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
- Evaluate performance of consultants/contractors and their compliance with standards, codes, permits, statutes, 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:

Robert L. Furr
box SIGN 1JR6WZ22-1XXZ62WV Sep 23, 2024
Immediate Supervisor Date

box SIGN 4W88Q9ZJ-1XXZ62WV Sep 24, 2024
Sr Vice President, Capital Programs Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-1XXZ62WV Sep 24, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Engineering

Department: Engineering, & Architecture   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				3
Walking		X				3
Sitting			X			2
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
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:

Robert L. Furr
box SIGN 1JR6WZ22-1XXZ62WV Sep 23, 2024
Immediate Supervisor Date

box SIGN 4W88Q9ZJ-1XXZ62WV Sep 24, 2024
Sr Vice President, Capital Programs Date

Natalia Londono
box SIGN 4Z79XV2Z-1XXZ62WV Sep 26, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Environmental

Department: Planning — Date: August 9, 2023

Title of Immediate Supervisor: Senior VP of Multi-Modal Planning & Environmental — Pay Level: L32

POSITION SUMMARY: Assist the Senior VP of Multi-Modal Planning & Environmental with overseeing the planning, organizing, directing and controlling all internal and external environmental, sustainability, and quality assurance programs including policies, administration, permitting, and regulatory compliance and operating methods. Represent GOAA in a variety of settings amongst senior leaders, internal and external stakeholders, proactively collaborating to promote best interest 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:*

- Oversight of Environmental activities including wetland permitting and mitigation, air, water and solid waste issues; permit compliance.
- Oversight of sustainability project goals, initiatives, or plans. Monitor and evaluate the progress of program initiatives.
- Provide leadership, strategic direction, and functional expertise in the development of environmental and sustainability programs at Orlando International Airport (MCO) and Orlando Executive Airport (ORL).
- Provide interdepartmental coordination on airline, tenant and commercial properties issues related to environmental and sustainability issues.
- Propose and initiate studies of projects and alternative actions in order to advance the Greater Orlando Aviation Authority's (GOAA) mission and goals. Identify and define problems in Authority activities and propose, carry out or coordinate studies to find effective solutions.
- Participate in GOAA's environmental and sustainability planning efforts, particularly the development of the annual objectives and those with a horizon of more than one year. Develop and evaluate alternative strategies for the accomplishment of GOAA's objectives consistent with the strategic plan.
- Support the activities of the Capital Program by handling permitting issues and NEPA, if required.
- Attend public meetings to assist with and/or make presentations concerning environmental, sustainability and other airport related issues.
- Participate in the appropriate staff committees, including the 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 GOAA's objectives.
- Manage Environmental staff, consultants and budget to achieve GOAA's strategic and operational objectives.
- 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 Planning, Environmental Science, Engineering, or related field and seven (7) years experience related to environmental compliance, environmental permitting, airport program management, sustainability; or an equivalent combination of education, training and experience. Aviation related work experience for a Large Hub Airport, consulting firm or construction company preferred. Experience in supervising and directing professional level employees required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have the demonstrated ability to make accurate, immediate decision in emergency situations to ensure efficient utilization of personnel
- Knowledgeable about Florida controlled land burns, environmental monitoring, Ocules environmental software, water quality, wetlands, wildlife, and vegetation with a clear understanding of how these areas benefit and protect the Aviation Authority's property
- Ability to read and understand storm drain atlas and geographic information systems (GIS). Navigate the FDEP Oculus permit database website
- Knowledge of the Florida Administrative Code in relation to various State environmental permitting policies and procedures
- Knowledge of environmental program procedures, methods, practices, and their application to specific situations
- Understanding of the State 404 Assumption rule as it relates to permitting with the ACOE and FDEP
- Fundamental understanding of environmental and ecological program procedures, methods, practices, and their application to specific situations and permitting
- Knowledge of sustainability activities within an airport setting.
- Knowledge of federal, state and local environmental laws, rules, ordinances, permits, and reporting procedures on environmental monitoring, water quality, wetlands, wildlife, and vegetation such as NEPA, Clean Air Act, Clean Water Act, Endangered Species Act, RCRA, etc.
- 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.
- Ability to coordinate environmental projects with other departments, outside consultants, contractors and government agencies to meet regulatory compliance
- Experience in problem solving, decision making, negotiations and conflict resolution skills to effectively reach sound conclusions and recommendations for sustainability and environmental matters
- Strong written and verbal communications skills
- Proficient use of communication devices, hand tools, scientific procedures and test equipment and scientific procedures used for environmental inspections and procedures
- Strong computer skills and Microsoft Office programs required; knowledge of environmental data management systems desired
- Strong attention to detail and multitasking skills
- Project Management skills desirable
- Excellent planning, organizational and interpersonal skills, to work with a diverse, multi-cultural staff
- Self-starter, able to work independently
- Demonstrated presentation skills to facilitate community briefings, employee briefings, etc.
- Strong leadership skills to effectively oversee multiple projects, within the program, simultaneously including but not limited to the consultants/contracted staff and stakeholders

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Must have current or obtain within first six months in the position: National Pollutant Discharge Elimination System (NPDES) and Spill Prevention, Control and Countermeasure (SPCC)
- Class A/B UST Operator Training
- Spill Prevention, Control and Countermeasure (SPCC)
- 40-hour Hazardous Waste Operations and Emergency Response training
- Relevant professional accreditations and/or A.A.E desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five (5); employees, as well as direct and indirect oversight of multiple consultants/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.
- Coordinate operations and activities, establish standards of performance, provide counsel for unusual problems, evaluate performance and compliance with policies, programs, etc.
- Independent preparation of financial, statistical, policy and economic analyses, which contribute to the GOAA's performance and success.
- 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.
- Frequent public and outside business contacts and must represent GOAA's interests with consistent credibility.

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 — 08/09/23 Date

Chief Operating Officer — 08/14/2023 Date

Vice President, Human Resources — 8/15/23 Date

FLSA: Exempt

EEO Category: Officials & Administrator

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Environmental

Department: Planning

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			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.

08/09/23

Immediate Supervisor — Date

08/14/2023

Chief Operating Officer — Date

Angela Miranda 8/10/23

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Facilities Contracts

Department: Maintenance | Date: April 4, 2023

Title of Immediate Supervisor: Vice President, Facilities | Pay Level: L31

POSITION SUMMARY: Manage the development and implementation of the airport facilities contracts. Provide leadership for the Facilty Contracts Division and direct contract maintenance activities related to Automated People Movers (APMs), Budgets, Building Services (Custodial), Elevators, Escalators, Fleet/Motor Pool, Interiors, Landscaping and Life Safety. Oversee the execution of facility contracts to confirm compliance with the contract documents, budget, and Greater Orlando Aviation Authority's (GOAA) policy and procedures and regulatory requirements; identify areas for improvement and initiate contract modifications. Assist in the development and implementation of the department's budget, procedures and operating methods.

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 development and implementation of the airport facility contracts. Establish contract objectives, technical criteria for material and workmanship, and performance standards to comply with GOAA policies.
- Provide leadership for the Facility Contracts Division and direct contract maintenance activities related to Automated People Movers (APMs), Budgets, Building Services (Custodial), Elevators, Escalators, moving sidewalks, Fleet/Motor Pool, Interiors, Landscaping and Life Safety for the GOAA property at OIA.
- Direct the progress of technical specifications, cost estimates, and contract documents; initiate the procurement process and participate through contract award.
- Serve as the Authority's Authorized Representative for maintenance contracts to verify and maintain timely compliance with the contract requirements.
- Develop and manage annual budgetary requirements for facility contracts and support the progression and execution of the department's budget, procedures and operating methods.
- Oversee the safe and cost-effective operation of the facility contracts..
- Responsible for the functional and operational aspects of the Automated People Mover (APM) System Safety Program Plan (SSPP) and confirm the compliance with applicable federal, state, and local regulations. Conduct the SSPP Contracts Management Office (CMO) meetings and participate in all aspects of the SSPP.
- Maintain compliance with all applicable federal, state, and local codes; establish maintenance standards consistent with OSHA standards and NFPA regulations.
- Liaison with airlines, tenants and other GOAA departments regarding problems associated with facility contracts; investigate and develop solutions.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets in an electronic timekeeping system; 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, conduct performance evaluations and oversee the process for areas of responsibility; 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.
- Remain current on all GOAA emergency response procedures and maintain proper response as required.
- Assist Vice President in the planning and setting of annual departmental goals to accomplish objectives.
- In the absence of the Vice President, may serve as Acting Vice President, Facilities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Management or Engineering, and seven (7) years progressive experience in a large-scale operation and maintenance organization; related contract management and oversight experience required; maintenance contracts experience preferred; or an equivalent combination of education, training and experience. Experience must include several years of supervisory experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of contract development and management, and overall maintenance functions
- Technical writing abilities
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Excellent organizational skills
- Attention to detail
- Strong leadership and managerial abilities
- Effective planning and analysis skills
- Effective verbal and written communication skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Knowledge of related laws, regulations, policies, and procedures
- Understanding of budget development and project funding
- Willing and able to adjust work schedule as conditions warrant

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) and indirectly supervises a staff of approximately twenty-four (24), 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
- May require high-level negotiating skills
- Participate in decisions and development of procedures that affect the day to day operations of the Maintenance Contract Division
- Interpret existing regulations and policies applicable to daily decision making for the Maintenance Department
- Responsibility 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:

4-06-2023

Immediate Supervisor/Vice President Date

04-20-2023

Chief of Operations Date

4/10/23

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

Assistant Vice President, Facilities Contracts

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	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		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:

4-06-2023

Immediate Supervisor/Vice President Date

04-20-2023

Chief of Operations Date

4/10/23

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Finance

Department: Finance   Date: April 23, 2024

Title of Immediate Supervisor: Deputy Chief Financial Officer   Pay Level: L36

POSITION SUMMARY: Oversee, supervise, and manage one or more of the following Finance functions: general ledger, fixed assets, accounts payable, payroll, debt, accounts receivable, investments, construction finance, O&M, budgets, capital construction projects, and/or land acquisition programs for the Greater Orlando Aviation Authority (Aviation Authority). Develop procedures to efficiently and accurately record and report the Aviation Authority's financial and operating status and to maintain a high degree of accuracy and quality of all financial documents. Verify internal controls for assigned areas are developed, implemented, and maintained.

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 oversee the administration of policies, procedures, and work products in accordance with federal, state, and local laws, Aviation Authority guidelines and Generally Accepted Accounting Principles (GAAP).
- Document and periodically review internal controls within Finance to maintain appropriate recording of financial transactions and protection of Aviation Authority's assets.
- Develop and review fiscal reports, including but not limited to the completion of the Comprehensive Annual Financial Report (CAFR), quarterly financial statements and related review, monthly financial statements, implementing new GAAP and monthly financial reporting package.
- Provide guidance to the financial reporting and budgeting sections regarding proper recording of transactions according to GAAP.
- Manage the preparation of the Aviation Authority's annual budget and evaluate budgets to identify inconsistencies and possible inefficiencies.
- Conduct continuous appraisal and analysis of financial information and fiscal accounts. Determine results of data and identify trends affecting the Aviation Authority's overall financial status. Monitor the status of monthly budget variances to determine whether the Aviation Authority has significant variances that should be explained.
- Support senior management by providing cost reports, funding analysis, and other data for use by the Aviation Authority Board and other committees. Represent the department at meetings with other Aviation Authority departments, consultants, legal counsel, state and federal officials as assigned.
- Plan and develop budgets for new construction projects; including analysis of potential funding sources.
- Routinely review reports which track project budget and funding status for distribution to senior management and other project team members including review of the approved Capital Improvement Program (CIP) to confirm that it balances to the Joint Automated Capital Improvement Plan (JACIP) and other Construction Finance spreadsheets.
- Provide guidance to the Construction Finance section regarding construction funding, budgeting and operational issues. Coordinate and direct consultants, legal counsel, and other Aviation Authority departments on matters related to construction funding and/or budget status.
- Monitor federal and state grants and Passenger Facility Charges (PFC) to maintain compliance with OMB Circulars 2CFR, A-87, A-133 and PFC 5100. During close-out of grants and PFC applications, represent the Finance department and act as principal coordinator of grant close-out efforts.
- 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.

RESPONSIBILITIES (continued)

- Oversee the investment activities of Aviation Authority's funds and confirm compliance with Investment Policy.
- Participate in bond issuances.
- Prepare and evaluate Requests for Proposal.
- Review Sunshine Committee agendas to brief Deputy Chief Financial Officer and Chief Financial Officer.
- Maintain a work environment that promotes the organization's values, ethics, integrity and legal responsibilities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or Business Administration with emphasis on public finance, economics, and accounting. MBA or advanced degree is desirable. Established Certified Public Accountant (CPA) with seven (7) years experience in a finance related field. Supervisory experience required. Knowledge and experience in a variety of financial areas and handling multiple responsibilities preferred. Public accounting and/or enterprise fund accounting experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated leadership skills
- Strong technical accounting skills
- Analytical and problem-solving skills, attention to detail, and a high degree of proactive/reactive ability
- Skill in interpreting complex contracts and various funding documents
- Excellent oral and written communication skills
- Current knowledge of Generally Accepted Accounting Principles (GAAP), Governmental Accounting Standards Board (GASB) pronouncements, and financial reporting practices for enterprise fund accounting
- Strong computer skills including Microsoft Office suite and extensive knowledge of spreadsheet software required
- Knowledge of computerized accounting systems, experience with Oracle preferred
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times and in potentially stressful, difficult, and confrontational times

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant (CPA)

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- May directly supervise a staff of approximately five (5) employees; and indirectly supervise a staff of approximately eighteen (18) employees depending on areas of responsibility.

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

- High degree of independence, with minimal day-to-day supervision, extensive latitude in initiative judgment and authority
- Responsibility for decisions with high monetary impact
- Must be able to continually manage multiple tasks and projects and adjust work schedule to meet workload, shifting priorities, and/or deadlines which at times can create a highly stressful environment.
- Use professional judgment in resolving complex accounting issues
- On occasion, acts as designee for Deputy Chief Financial Officer in their absence

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:

Marie Dennis
box SIGN 4K3W5KW4-4KR6Q9XW
Apr 24, 2024
Immediate Supervisor Date

Kathleen M. Sharman, CFO
box SIGN 4KL67561-4KR6Q9XW
May 2, 2024
Chief Financial Officer Date

Randy Hudgins
box SIGN 42KZV7VX-4KR6Q9XW
May 3, 2024
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

Assistant Vice President, Finance

Department: Finance

Date: April 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					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:

Marie Dennis
box SIGN 4K3W5KW4-4KR6Q9XW
Apr 24, 2024
Immediate Supervisor Date

Kathleen M. Sharman, CFO
box SIGN 4KL67561-4KR6Q9XW
May 2, 2024
Chief Financial Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-4KR6Q9XW
May 8, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Information Technology

Department: Information Technology
Date: April 26, 2023

Title of Immediate: Vice President
Pay Level: L36

POSITION SUMMARY: Responsible for IT concept development and innovation projects; develop and manage the IT Master Plan. Define and develop best practices, processes and policies to align with GOAA strategy and goals. Management responsibility for the project management, configuration and capacity functions of the Information Technology 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:*

- Build and lead IT concept development and innovation projects; develop and manage the IT Master Plan. Interface with the Vice President, Information Technology, IT Managers and Consultants to define and develop best practices, processes and policies maintaining alignment with GOAA strategy and goals.
- Develop implementation plans for dealing with complex requests for change or for the introduction of new services, evaluating risks to integrity of infrastructure inherent in proposed implementations and review the effectiveness of change implementation.
- Assist the Vice President, Information Technology in developing and implementing plans and goals for the department in order to enable and drive business strategy and goals.
- Provide IT commitment management for major construction programs/projects; manage other assigned contracts and staff.
- Manage the IT Governance Council process and a comprehensive on-going IT project management plan.
- Manage the use of and serve as system administrator for the current program management application/tool. Establish and maintain configuration management processes and procedures.
- Prepare, monitor and administer annual budget for the department including staffing and hardware and software services; negotiate contracts and services with vendors; coordinate, review and analyze requests for proposals including ensuring compliance within technical specifications; assist in development of information technology budget.
- Maintain statistical data and complete trend analysis to make appropriate recommendations to Chief Information Officer.
- 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's Degree in Computer Science, Management Information Systems, Business Administration, Public Administration or related field and ten (10) years' increasingly responsible experience in the management and administration of a major information technology function or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of a variety of IT processes and technology to manage IT activities and operations
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple priorities and projects while anticipating possible impacts and benefits of change
- Demonstrated accomplishments in project management and planning
- Strong written and verbal communications skills, ability to communicate complex ideas to customers
- High level analytical skills
- Demonstrated documentation skills and the ability to prepare business case and recommendations to management
- Broad-based operational perspective to lead programs and facilitate solutions for IT related business initiatives
- Strong computer skills in Microsoft Office programs and other programs and systems used in the organization
- 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

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
- 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
- Responsible for decisions with high monetary impact, changes to GOAA wide policy
- High level analytical skills and judgment

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:

5/31/2023
Immediate Supervisor (VP) Date

6/8/23
Chief Executive Officer Date

6/15/23
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

Assistant Vice President, Information Technology

Department: Information Technology

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		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:

5/31/2023

Immediate Supervisor (VP) Date

6/8/23

Chief Executive Officer Date

6/14/2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Internal Audit

Department: Internal Audit

Date: June 6, 2023

Title of Immediate Supervisor: Senior Vice President, Internal Audit

Pay Level: L32

POSITION SUMMARY: Responsible for performing and managing complex audits (financial, operational, and compliance). Perform planning, fieldwork and reporting for advanced, specialized and /or managerial audits in multiple disciplines. Perform critical project management duties to plan, direct, supervise, review and report on the work of audit staff. Provide expertise in accounting and auditing standards, audit requirements, and information technology skills. Assist the Senior Vice President in performing risk assessments, and implementing the annual audit plan and quality assurance program. Provide and independent assessment for management to determine whether planning, accounting, custodial, or control activities are in compliance with management instructions, applicable policy and procedures, and in a manner consistent with both the Greater Orlando Aviation Authority's (GOAA) 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 complex audits (financial, operational, compliance) and other types of audits in accordance with GOAA policies, procedures, and professional standards. Audit concessionaires, management agreements, vendors, service and construction contracts, etc. Compile and prepare work papers containing relevant evidentiary material used to support all findings, conclusions, and recommendations. Prepare or review audit reports.
- Provide and independent assessment for management to determine whether planning, accounting, custodial, or control activities are in compliance with management instructions, applicable policy and procedures, and in a manner consistent with both the Authority's objectives and high standards of administrative practice.
- Direct, review, and supervise the work of staff at all levels. Assess staff availability and make recommendations regarding allocation of resources to projects. Perform timely and complete workpaper reviews to ensure all issues are identified and resolved and work paper and draft reports conform to professional standards.
- Plan the theory, objectives, and scope of audits, including full assessment of risk environment. Plan, develop and review comprehensive audit programs; monitor progress and scope of projects in progress; participate in entrance and exit conferences.
- Recognize, research, and resolve complex accounting and auditing issues.
- Assist the Senior Vice President in developing and implementing the annual audit plan. Make recommendations regarding the direction, resources, and momentum of the proposed audit plan and the audit procedures to be used. Evaluate and improve on the efficiency of the audit approach.
- Communicate with audit staff and Senior Vice President throughout the audit process for decision-making and problem-solving.
- Survey functions and activities in assigned areas to determine the nature of operations and the adequacy of the system of internal control to achieve established objectives; identify key control points. Recommend procedural improvements to ensure compliance with contractual agreements.
- Provide follow-up to special audit findings, including meeting with legal counsel and appropriate departments on contractual changes to agreements, legal clarifications, and identifying and communicating industry practices that affect the Authority's agreements.
- Review policies, procedures, and departmental manuals and update if needed. Develop administrative initiatives to improve the efficiency and effectiveness of the department. Define processes and procedures to improve department productivity. Assist the Senior Vice President in the implementation of the quality assurance program.
- Manage staff personnel functions such as work assignments and recommend disciplinary action. Provide timely, relevant, and honest feedback to staff pertaining to job performance; identify areas for training and improvement

and opportunities for growth and development. Recommend promotions and merit increases to the Senior Vice President. Recruit, interview and select professional staff as required.

- Direct or assist with special projects, special reports, and analyses for executive management. Serve on Authority committees as assigned.
- Develop, direct, and oversee quality assurance review/peer review program.
- Attend, present and or participate in continuing professional education and training.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a related field and seven (7) years of progressively responsible work experience including managing/supervising audit staff, or an equivalent combination of education, training and experience. Experience with automated workpaper systems required (AutoAudit desired); experience in construction auditing and peer review/quality assessment is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to effectively manage subordinate personnel involved in complex, sensitive work impacting the operation of other departments and external auditees. Ability to evaluate staff performance. Demonstrate effective delegation and supervisory skills.
- Requires knowledge of data analytic software (ACL desired) and Microsoft Office (Word, Excel, and Access), as well as knowledge of automated financial and management information systems basics.
- Understanding of both theoretical and practical aspects of an analytical, technical or professional discipline; or the basic knowledge of more than one professional discipline.
- Knowledge of professional standards including AICPA Generally Accepted Accounting Principles (GAAP), Generally Accepted Auditing and Attestation Standards, GAO Governmental Accounting Principles, Government Auditing Standards (GAS), and The Institute of Internal Auditors' Professional Practices Framework. Skill in the interpretation and application of governmental regulations and requirements.
- Must display knowledge of developing evidentiary material and of investigative techniques.
- Knowledge of procurement and contracting practices, statistical sampling methodologies, qualitative and quantitative analysis, and financial, cost and management accounting theory and practice.
- Knowledge of management and organization theory.
- Knowledge of contracting principles, construction accounting and auditing, federal and state grant policies and procedures, and accounting.
- Ability to clearly present and communicate orally and in writing at the professional level. Able to interact and communicate with Senior Management and Principals of outside organizations.
- Analytical, problem-solving and decision-making skills, mediation and consensus-building skills, and conflict resolution and team building skills.
- Demonstrated ability to perform, direct and control a number of concurrent audits, projects, or tasks and manage to completion.
- Able to work effectively under stressful conditions, tight deadlines.
- Excellent oral, written, and interpersonal skills required.
- Ability to review internal audit activity to ensure adherence to applicable professional standards, including peer/quality assessment reviews.
- Able and available to travel as needed.

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, CFE, or CISA is preferred, but other certifications may be considered.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff 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)*

- Must be able to continually manage multiple tasks and projects and adjust work schedule to meet workload, shifting priorities, and/or deadlines which at times can create a highly stressful environment.
- Use professional judgment in resolving complex accounting and auditing issues.
- Responsibility and primary accountability to supervise multiple audits, projects, and employees.
- Oversee and directs design and execution of overall audit approaches, as appropriate, to meet audit objectives.
- Assign work, reviews results, controls costs, appraises job performance, and makes salary and promotional recommendations.
- Act as designee for Director when authorized.

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:

Tianna Dumond 6/19/23
Immediate Supervisor/SVP Date

6/20/23
Chief Executive Officer Date

6/21/23
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

Assistant Vice President, Internal Audit

Department: Internal Audit

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	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:

Tianna Dumond 6/19/23
Immediate Supervisor/SVP Date

6/20/23
Chief Executive Officer Date

Angela Munoz 6/21/2023
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, IT Security

Department: Information Technology — Date: February 28, 2024

Title of Immediate Supervisor: Assistant Vice President, Information Technology — Pay Level: L36

POSITION SUMMARY: Responsible for the development and maintenance of security policies and procedures. Manage the analysis and response to system and application audits. Oversee the Information Technology (IT) Business Continuity team. Perform research and develop solution concepts and designs. Specify, operate, support procurement of, configure, install, and test components. Components include hardware, firmware, software, combinations, and security components. Lead the security team in isolating and correcting problems related to security.

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 development and document controls designed to maintain the security and integrity of the network and computer systems and monitor for compliance.
- Responsible for developing and document Business Continuity Plans (BCP) for Information Technology.
- Test BCP Plans with various operation and support groups.
- Manage IT disaster recovery testing and documents findings, verify the IT disaster recovery plan are kept up to date.
- Responsible for developing and implementing the Information Technology Computer Incident Response Team (CSIRT) policy and procedures.
- Responsible for PCI DSS compliance efforts, including but not limited to, Assessments, Scanning, Pretesting, completing the Self-Assessment Questionnaire (SAQ), implement remediation plans if necessary, etc.
- Integral voting/approving member of the change control process, analyzing changes for security risks.
- Oversee staff, which provides data security to meet the organization's needs.
- Architect products and solutions that support the IT Security function, including SIEMs, Endpoint Security Systems, Network Security Systems, PKI Systems and Vulnerability & Patch Management Systems.
- Manage information security risk assessments, internal audits and other security testing processes of computer systems and networks to include vulnerability assessment, threat modeling, and penetration testing.
- Oversee the development and delivery of computer systems security awareness program.
- Develop security policies and procedures. Monitor compliance with security policies and procedures, and prepare compliance reports.
- Review emerging technologies and standards. Develop prototype demonstrations of promising, cost-effective and efficient new applications.
- Review reports of malware infection or other intrusions and manage the design, document processes and procedures for incident response.
- Develop policies and configuration standards for Microsoft Active Directory (AD). Work with system administrators in developing standards for secure server and application configurations.
- Maintain a current knowledge of developments in both security hardware and software to verify that upgrades and installations are performed as efficiently as possible.
- Collaborate with other members of management in the preparation of the Information Technology budget.
- As part of the Greater Orlando Aviation Authority (Aviation Authority) 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 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 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 or related field and eight (8) years' experience required in the administration of security for medium to large corporate networks, or an equivalent combination of education, training and experience.

REQUIRED (or equivalent education, training, experience):

- Extensive knowledge of computer and data security principles.
- Experience with Microsoft Server and Client Operating Systems (OS),
- Experience with Linux OS
- Experience with administration of McAfee ePO and other McAfee Endpoint Security Products such as NSP, TIE, ATD
- Experience with Splunk and Splunk Enterprise Security
- Experience with Nexpose vulnerability scanner
- Familiar with public key cryptography

DESIRED:

- Experience with CISCO network components and Palo Alto security components
- Experience with network management systems (NMS)
- Experience with security information and event management (SIEM) software
- Experience with SNMP and network packet analysis tools.
- Working knowledge of Oracle eBusiness Suite (or related Financials package) security, audit and control methods and concepts
- Working knowledge of information security programs using best practices methodologies such as Florida's 'Security of Data and Information Technology Resources Act' (Rule Chapter 60DD-2 Florida Information Resource Security Polices and Standards), ISO, COBIT, PCI DSS, etc. that include administration, technical and physical safeguards.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent analytical skills related to the job functions and requirements
- Strong written and verbal communication skills, ability to communicate complex ideas to customers
- Self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems
- Ability to provide proper advice and recommendations to managers and employees at all levels
- Ability to work effectively in a stressful environment
- Demonstrated ability to 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
- 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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- IT Infrastructure Security Certifications such as CISSP, CISM, CRISC, CISA, McAfee, Splunk, and Palo Alto combined with other IT management certifications such as MCSE, RHCE, CCNP are required

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1); 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, extensive latitude in initiative, judgement and authority
- Independent judgment for complex technical issues is critical and required routinely on a daily basis.
- Establish plans, procedures, and guidelines for a division
- 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

Vice President, Information Technology 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

Assistant Vice President, IT Security

Department: Information Technology

Date: February 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			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		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	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

Vice President, Information Technology Date

Human Resources - Compensation Date

Assistant Vice President, Marketing

Department: Air Service Development & Marketing | Date: August 14, 2023

Title of Immediate Supervisor: Chief Development Officer | Pay Level: L31

POSITION SUMMARY: Under the direction of the Chief Development Officer, this position directs the Marketing Services in support of the Greater Orlando Aviation Authority's (GOAA) multiple disciplines goals including Air Service Development, Concessions, among other GOAA departments.

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:*

- Direct the development of Orlando International Airport (MCO) and Orlando Executive Airport (ORL) annual Marketing and Advertisement Plan.
- Manage the overall MCO website strategy including overall design, functionality, maintenance, enhancement, and any future redesign and redevelopments.
- Direct and manage GOAA's online presence including the Orlando International and Orlando Executive airports' websites, social media platforms, Marketing department newsletters and advertising, maintaining brand compliance and coordination between media streams.
- Implement and manage the Air Service Incentive Program.
- Develop program initiatives and monitor program compliance.
- Work with the Assistant Vice President, Air Service for Air Service Development research needs to support the retention and expansion of existing and new air service.
- Oversee analysis and forecast projections for MCO and ORL passenger enplanements and air traffic operations.
- Analyze and report MCO's global traffic trends and airport statistical information as needed to support the needs of the organization.
- Develop relevant comparisons for MCO and other markets.
- Direct and manage GOAA's research needs in support of MCO's Customer Service goals.
- Create and manage passenger surveys and other surveys as needed.
- Further develop Marketing's suite of standard reports by improving current content and incorporating new data sources where applicable.
- Identify and evaluate additional research resources to support GOAA's strategic objectives
- Advise management of areas of concern and recommend solutions.
- 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 business, marketing, aviation management or related; eight (8) years of professional experience in aviation marketing, air service development, or airport/airline management, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of regional businesses community, tourism and economic development industry, and aviation/airline industry
- Ability to manage staff in a dynamic work environment with constantly changing priorities; demonstrated supervisory/leadership skills
- Ability to manage multiple projects within Marketing, Business Development and Air Service Development and keep staff in each business area informed
- Advanced working knowledge of and experience with software including MS Office and Adobe Creative Cloud products
- Demonstrated leadership and management skills
- Excellent oral and written communications and presentation skills
- Attention to details
- Must have excellent analytical problem solving and organizational skills related to the job functions and requirements
- Strong research and analytical skills
- Strong creative skills
- Excellent interpersonal skills with the ability to maintain professionalism and diplomacy at all times

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) 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 with minimal supervision – substantial latitude in the initiative, judgement, and authority
- Judgement required in identifying opportunities and creating/executing marketing strategies
- 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/ CDO 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

Assistant Vice President, Marketing

Department: Marketing & Air Service Development

Date: August 14, 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	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				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/ CDO Date

Chief Executive Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, ORL Operations

Department: OEA General Aviation

Date: February 26, 2023

Title of Immediate Supervisor: Director, OEA General Aviation

Pay Level: 31

POSITION SUMMARY: Assist the Vice President, ORL Operations with the day-to-day facilities and operational activities of the Orlando Executive Airport (OEA), including but not limited to; fixed base operations, leasing and property management, tenant relations, Customs and Border Protection (CBP) requirements, and environmental regulations. Provide guidance to and supervision of staff, maintaining safe, secure and orderly operations while securing a program that provides excellent customer service and safety of all OEA 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:*

- Assist in the overall management and administration of the daily facilities and operational activities of the airport. Determine priorities and schedule/assign work to staff.
- Responsible for all facility and operational maintenance contracts including airport irrigation and landscaping, vehicle fleet, aquatic weed control, pest control, and fire systems. Plan scope of work, bid specifications and interpret, monitor and evaluate contracts to maintain compliance with terms and conditions. Confirm contracts are clearly understood and proactively enforced. Monitor contract budget flow, authorize invoices for payment. Coordinate additional maintenance with other agencies and contractors. Work with Purchasing per established process.
- Coordinate with Federal Aviation Administration (FAA) and other agencies as assigned.
- Serve as the on-site contact for all tenant and GOAA-sponsored construction projects. Review plans and specifications for proposed projects prior to commencement of construction; monitor safety procedures during construction; develop, communicate and implement Maintenance Of Traffic plans that comply with all regulatory requirements; and attend job coordination meetings, technical review team meetings, bid openings, construction notice to proceed meetings, and substantial completion inspections.
- Coordinate with other GOAA staff as appropriate (Senior Project Manager, Environmental, Planning, Engineering, Purchasing, Safety, Risk, Life Safety, Commercial Properties, etc.) as well as the City of Orlando, State of Florida and Federal Aviation Administration (FAA). Coordinate activities with the City Fire Department, FAA Facilities, and outside contractors and agencies. Represents OEA/GOAA during inspections.
- Member of the ORL twenty-four hour emergency response team; represent ORL on the GOAA Workplace Safety Committee.
- Serve as designee for the Vice President in his absence; act as backup to Vice President on the OEA Advisory Committee.
- Responsible for the ORL fleet and equipment, and the related contract. Authorize repairs and determine vehicle life, working with Purchasing on replacement or modification.
- Investigate complaints from ORL tenants and from the public when assigned.
- On-site contact for lease compliance as it relates to tenant facilities on the property, both aviation and non-aviation. Review tenant improvement projects and provide technical/procedural guidance. Keep tenants informed of projects/situations that may affect them.
- Determine, prioritize and coordinate corrective action from daily airport operation inspection reports, and monitor completion. Responsible for environmental matters in conjunction with the Environmental Project Manager.
- Prepare and monitor O&M and Capital budgets for the division. Prepare project initiation requests with justifications and cost estimates, presents to budget review committee. Prepare budget and capital outlay requests, develops justifications for emergency requisitions as they pertain to division requirements. Approve all recurring monthly invoices for payment. Work with the Finance department and the Manager, Cost Control & Contracts as needed.

- Coordinate special events as assigned.
- Supervise assigned personnel. Schedule job assignments, and verify work is accomplished in a timely manner. Evaluate performance, maintain division personnel files, payroll and leave requests, and is responsible for the uniform and Personal Protective Equipment program for the division. Establish staffing needs; develop and oversee personnel training. Participate with the Director in the interview and selection of employees, and recommend/administer disciplinary action as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a related field and seven (7) years experience in an airport/aviation operation, a consulting firm, a construction company or a public agency verifying compliance with enforcement activities, or an equivalent combination of education, training and experience. Knowledge in one or more area(s) of planning, finance, construction, engineering projects, trades maintenance, or landscaping is required. Supervisory experience required

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of the day-to-day operations of an airport/airfield
- 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
- Knowledge and ability to read and understand blueprints and construction drawings
- Strong oral and written communication skills
- Able to maintain spreadsheets and budget records
- Demonstrated analysis and problem resolution skills
- Demonstrated supervisory and management skills, strong leadership and team building ability
- 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
- American Association of Airport Executives (AAAE) credential(s) preferred

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) bargaining unit 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, minimal supervision – extensive latitude in initiative, judgment and authority
- Must have ability to converse clearly on project status both in planning and during construction.
- Position involves high level of public contact; meet and deal with public, contractors, and consultants.
- Manage operations and activities, establish standards of performance and compliance with policies, programs
- Responsibility for decisions with high monetary impact relating to all issues pertaining to the planning, use and operation of assigned facilities

- Prepare maintenance schedules. Inaccurate work could result in lost revenue to Authority, inaccurate data passed on to public, inconsistent application of Authority standards and policies, non-compliance with regulatory requirements.
- Operational decisions and input into policies that affect the day-to-day operations of 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:

10 Apr 23
Immediate Supervisor, Vice President Date

04-20-2023
Chief of Operations Date

4/25/23
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

Assistant Vice President, ORL Operations

Department: OEA General Aviation

Date: February 16, 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	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		2
Heights, Confined Areas				X		2
Excessive Noise			X			3
Other						

Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle including Class B equipment (mowers, loaders, backhoes, etc.)				X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Other						

SUPERVISOR COMMENTS:

10 Apr 23

Immediate Supervisor/Vice President Date

04-20-2023

Chief of Operations Date

Miranda 4/20/2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Planning

Department: Planning | Date: October 25, 2023

Title of Immediate Supervisor: Senior Vice President Planning & Environment | Pay Level: L32

POSITION SUMMARY: Assist the Senior VP of Planning & Environment with overseeing the planning, organizing, directing and controlling all internal and external aviation, land use and transportation planning matters including policies, administration, permitting, and regulatory compliance and operating methods. Represent Greater Orlando Aviation Authority (GOAA) in a variety of settings amongst senior leaders, internal and external stakeholders, proactively collaborating to promote best interest of the airport. 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:*

- Assist in the oversight of planning activities including capital improvement programs, capacity studies, forecasts of future aviation activity, preparation and updating strategic and master plans.
- Participate in the GOAA’s planning efforts, particularly the development of the annual objectives, namely the Master Plans, Airport Layout Plans and Land Use Plans and other planning tasks with a horizon of more than one year to ensure that they are consistent with the Authority’s primary objectives.
- Lead in the development and execution of small scale planning studies with a horizon of less than one year that advance the Authority’s mission, goals and level of service standards, performance measures and program needs
- Verify that projects for the Orlando International Airport (MCO) and Orlando Executive Airport (ORL), related studies and alternative actions are produced in a manner to advance the Authority’s mission, goals and level of service standards, performance measures and program needs
- Confirm that on-airport developments are consistent, whenever possible, with applicable FAA advisory circulars and regulations.
- Provide interdepartmental coordination on airline, tenant and commercial properties issues related to strategic and master plans.
- 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.
- Attend public meetings to assist with and/or make presentations concerning planning efforts and other airport related issues.
- Manage planning staff, consultants and budget to achieve GOAA's strategic and operational objectives.
- 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, economics, planning, transportation, engineering, or related field and seven (7) years experience related to long-range/strategic planning in increasingly responsible positions in related field, or an equivalent combination of education, training and experience. Aviation related work experience for a Large Hub Airport, consulting firm or construction company preferred. Experience in supervising and directing professional level employees required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of the aviation industry with emphasis on aviation planning and operations.
- Knowledge of engineering and construction means and methods, and management principles.
- Ability to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents.
- Experience in problem solving, decision making, negotiations and conflict resolution skills to effectively reach sound conclusions and recommendations.
- Strong leadership skills to effectively oversee multiple projects, within the program, simultaneously including but not limited to the consultants/contracted staff and stakeholders.
- 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 ability to supervise, guide and motivate staff and consultants to support achievement of strategic planning, and development goals.
- Ability to coordinate with other departments, outside consultants, contractors and government agencies to meet regulatory compliance.
- Demonstrated presentation skills, both written and oral. Ability to prepare and present effective presentations to lead and/or participate in GOAA committees, employee briefings, community briefings, etc.
- Strong computer skills and Microsoft Office programs required.
- Strong attention to detail and multitasking skills.

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 three (3) employees, as well as direct and indirect oversight of multiple consultants/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
- Frequent public and outside business contacts and must represent GOAA's interests with consistent credibility.
- 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.
- Establish plans, procedures, and guidelines for a division
- 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.
- Coordinate operations and activities, establish standards of performance, provide counsel for unusual problems, evaluate performance and compliance with policies, programs, etc.
- 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.

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:

Brad Friel
box SIGN 4P956381-469X865P
Nov 6, 2023
Immediate Supervisor/SVP Date

box SIGN 4Q8XW3KX-469X865P
Nov 6, 2023
Chief Operating Officer Date

Randy Hudgins
box SIGN 42KZV7VX-469X865P
Nov 27, 2023
Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Officials & Administrator

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Planning

Department: Planning

Date: October 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) **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		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

SUPERVISOR COMMENTS:

Field project site visits.

Brad Friel
box SIGN 4P956381-469X865P
Nov 6, 2023
Immediate Supervisor Date

box SIGN 4Q8XW3KX-469X865P
Nov 6, 2023
Chief Operating Officer Date

box SIGN 1R6ZLY3Z-469X865P
Nov 27, 2023
Human Resources – Compensation

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Procurement Services

Department: Procurement Services | Date: September 28, 2023

Title of Immediate Supervisor: Vice President, Procurement Services | Pay Level: L32

POSITION SUMMARY: Responsible for the management of Greater Orlando Aviation Authority's (Aviation Authority) centralized Procurement and Material Control Department. Plan, organize, direct, and coordinate the Procurement and Material Control activities including, but not limited to: goods and services, furniture, fixtures and equipment (FF&E) for construction-related projects, IT-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 Procurement personnel, including the issuance of Invitation for Bids (IFB) and Requests for Proposals (RFP), or other approved procurement processes. Confirm ethical and best practices are adhered to as it relates to all Procurement Department processes for compliance, consistency, and equity.
- Manage requisitions, Purchase Order and Blanket Purchase Agreement processing to maintain adherence to legal requirements and the 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 Procedures (Section 450).
- Manage the pre-award/post-award Procurement 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 Aviation Authority's interests and rights under each award and in accordance with applicable law and Aviation Authority policy.
- Monitor the use of effective material management practices to maximize existing warehouse space, facilitate the protection of resources, and 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 assigned Management Staff.
- Represent the Procurement 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 timesheets in an 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 Procurement 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's 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
- Strong negotiation management skills
- You have a strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Coach and develop a high-performing team. Provides mentorship, management, and support to our existing team

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 (3) employees; indirectly supervise a staff of approximately fourteen (14) 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 with minimal supervision or direction
- 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
- Oversee 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 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	**Shift Premium:** N/A
EEO Category: Mid-Level Officials and Managers	**Rotating Shift:** N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Procurement Services

Department: Procurement Services

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) **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				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

Assistant Vice President, Public Affairs

Department: Public Affairs Date: September 13, 2024

Title of Immediate Supervisor: Senior Vice President, Public Affairs Pay Level: L31

POSITION SUMMARY: Manage media throughout the 24-hour news cycle, staying current with changing communication strategies, methods and technologies. Manage audio/visual program. Work closely with Social Media, Marketing and other Authority departments to coordinate consistent message, and represent the Authority throughout the community. Manage the department budget and serve as AAR for assigned contracts. Work closely with airlines and a variety of VIP's 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:*

- Manage media throughout the 24 hour news cycle. Evaluate, develop and implement communication strategies that remain current with up-to-date methods and technologies and consider the viewpoints of multiple stakeholders. Develop and maintain relationships with journalists and other stakeholders. Develop and design media cards and plans, provide interviews and other outreach, contact and background information, and manage public inquiries. Provide oversight for the Airport Radio Station, developing a list of topics and experts. Negotiate and maintain media monitoring contract and recommend appropriate response to their report results.
- Manage emergency response in coordination with Senior Vice President. Serve as Public Affairs liaison with the Emergency Management Accreditation Program (EMAP), Authority representative for Federal Emergency Management Agency (FEMA) and as department National Incident Manager (NIMS). Update and manage inventory and purchase materials for emergency response. Set-up, coordinate with the Emergency Operations Center and Incident Commander and facilitate information disbursement for Joint Information Center situations.
- Manage the Authority's audio/visual program including staff, scheduling, priorities, equipment and archives. Research, develop and supply materials and training to maintain latest technology for media Video News Releases, and remain current with other new technology and practices. Manage the coordination of film, photography, and commercial audio/visual location requests. Shoot photos and videos for use in Authority publications and social media, ensuring adherence to applicable laws, releases, etc.
- Supervise assigned employees. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; monitor compliance with established policy, procedure and standards. Advise Senior Vice President regarding areas of concern and recommended 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.
- Manage the department budget. Develop spending priorities for current and future fiscal years, propose and justify capital expenses.
- Represent the Authority's interests with Visit Orlando and a variety of other Central Florida entities, the Central Florida Public Information Network (PIN) Officers Association, and the PIN Emergency Management Public Information Officers Committee.
- Serve as the Authority's Authorized Representative (AAR) for various contracts, including Creative Services, Printing Services, Flight Lines Newsletter printing, etc. Review agreements, suggest adjustments, establish quality standards.
- Work closely with the Social Media staff to coordinate consistency in messages, talking points, responses to positive and negative posts. Provide collateral and photographic materials for social media sites, create and coordinate emergency management posts.

RESPONSIBILITIES (Continued):

- Work with airlines to coordinate talking points, messages, and service announcements regarding new services and events.
- Manage facility tours for VIP guests, many of whom are international; manage and assist with organizing special events and benchmark occasions for the Authority.
- Develop and create graphics, and publish the Authority's official newsletter, and other external and internal information materials; develop, create, write message points for special events and presentations for board and executive staff
- Provide input, oversight, proofing for copy and news features
- Serve as department business continuity coordinatorPerform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a related field and seven (7) years of progressively responsible public relations experience including media interaction in a corporate setting and experience with a large public organization, or an equivalent combination of education, training and experience. Supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Skilled in public speaking
- Strong analytical skills
- Skilled in the use of graphics software desirable
- Knowledgeable of modern audio/visual equipment and technology
- Skilled in media interactions, including emergency situations
- Exceptional verbal and written communication skills; skilled in interactions with community leaders and peers

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's license
- Completion of basic NIMS training (100 & 200) required within one year of employment
- Division of Emergency Management; State Emergency Response Team (SERT) certification required within one year of employment

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 with minimal supervision or direction
- 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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Angela B. Starke
box SIGN 186ZQWRP-1579Y6K7 Sep 19, 2024
Immediate Supervisor Date

Kenyatta Y. Lee
box SIGN 4Q8X25PP-1579Y6K7 Sep 23, 2024
Chief of External Affairs Date

Dr. Randoph Hudgins
box SIGN 42KZV7VX-1579Y6K7 Sep 23, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid-Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Public Affairs

Department: Public Affairs

Date: September 13, 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	2
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	2
Kneeling, Crawling					X	2
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
Video and camera equipment					X	3

SUPERVISOR COMMENTS:

Angela B. Starke
box SIGN 186ZQWRP-1579Y6K7
Sep 19, 2024
Immediate Supervisor Date

Kenyatta Y. Lee
box SIGN 4Q8X25PP-1579Y6K7
Sep 23, 2024
Chief of External Affairs Date

Natalia Londono
box SIGN 4Z79XV2Z-1579Y6K7
Sep 23, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Security

Department: Security

Date: August 17, 2023

Title of Immediate Vice President, Security

Pay Level: L31

POSITION SUMMARY: Assist the Vice President in the management of the day-to-day operations of the Security Department. 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. Assist the Vice President in implementing and executing requirements of 49 CFR Part 1542 Transportation Security Administration (TSA) Airport Security Program and performs other duties 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 in the management of the day-to-day operational activities of the Security Department. Responsible for the management and performance of multiple departments to include: security administration, access control, communications center, and Explosive Detection Canine Teams (EDCT or K-9).
- Assist with the development of strategic security planning, projects and initiatives.
- Oversee the reviews and signatory oversight for employee background investigation results and AOA decal authorization as an Alternate Airport Security Coordinator.
- Develop and manage the Airport Security Program. This includes continual coordination with the Transportation Security Administration's Federal Security Director, GOAA Departments and staff. Routinely manage and coordinate regulatory compliance requirements, Security Directives, and concerns.
- Verify all security directives, processes and policies are in compliance with all federal and state security regulations and Authority policies.
- Liaison with other GOAA departments, local, state and federal law enforcement agencies regarding airport security issues.
- Monitor security contractual needs of the Authority
- Responsible for monitoring the review of security violations, penalties and recommendations in accordance with Authority policy.
- Assist in the department budget preparations and management.
- Responsible for coordination and implementation of airport vulnerability assessment programs
- Assist in the investigation of security complaints and internal security incidents.
- Assist in the planning and implementation of security and operational exercises
- Coordinate with contractors and GOAA departments in the oversight of new construction security requirements as well as existing security systems effectiveness
- Assist the coordination of security efforts with all local airport partners
- 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's Degree in Criminal Justice, Management, Business Administration, and seven (7) years' experience in an airport security environment, or an equivalent combination of education, training and experience

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of TSA regulations and security directives as well as federal aviation security requirements.
- Knowledge of general airport operations
- Proven leadership experience and analytical skills with a wide variety of the security management functions described herein
- Demonstrated ability to interpret and analyze security materials and design, implement, and negotiate airport security programs
- Good oral and written communication skills
- Demonstrated ability to effectively lead and manage multiple security functions
- Computer skills and knowledge of Microsoft Office programs
- Attention to detail
- Willing and able to adjust work schedule as conditions warrant
- Good interpersonal skills, ability to maintain professionalism and diplomacy at all times

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five (5) employees; indirectly supervises a staff of approximately eighty-seven (87) 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, minimal supervision – extensive latitude in initiative, judgment and authority
- May require high-level negotiating skills
- Participate in decisions and development of policies that affect the day-to-day operations of the Security department
- Interpret existing regulations and policies applicable to daily decision making for the Security department
- Must make accurate immediate decisions in emergencies to facilitate utilization of security personnel.

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:

8/18/2023
Immediate Supervisor/VP Date

08 21 2023
Chief of Operations Date

8/21/23
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Professional

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Security

Department: Security

Date: August 17, 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	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:

8/18/2023
Immediate Supervisor/VP Date

08-21-2023
Chief of Operations Date

Angela Miranda 8/18/2023
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Small Business

Department: Small Business Development Date: May 29, 2024

Title of Immediate Supervisor: Vice President, Small Business Pay Level: L32

POSITION SUMMARY: Responsible for overseeing the Greater Orlando Aviation Authority's (Aviation Authority) Small Business Programs. Assist with monitoring all phases of Small Business Programs to ensure conformance with the Federal and Aviation Authority requirements, program goals, and appropriate federal, state and local statutes. Oversee the overall Small Business Development outreach functions.

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 implementing the small business programs to provide maximum opportunities for contract participation with women and minority-owned business and small businesses.
- Assist the Vice President (VP) with supervision of the Program Manager and Small Business staff in the Department.
- Oversee the development and assist in administering Department's annual operating budget. Assists with and reviews data compiled for annual report and forwards it to Chief Administrative Officer for review/approval.
- Assist in monitoring all phases of Small Business Programs development to determine compliance with the Aviation Authority's requirements, program goals, and appropriate federal, state and local statutes. Conduct site visits as needed.
- Oversee the overall Small Business Development outreach functions to include planning, organization and conducting of workshops, seminars, and related public outreach functions to promote the Small Business Development and the Aviation Authority's Small Business Programs and confirm the necessary training in business development, contract compliance, Aviation Authority's bidding procedures and other related topics is provided. Confirm provision of counseling services and guidance to existing and potential qualifying business.
- Monitor and interpret federal policies, guidelines and issue governing small business programs. Monitor the Aviation Authority's procurement process in the areas of construction, professional services, purchasing and concessions to verify that small businesses are provided maximum opportunity to participate in Authority contracts.
- Assist staff with administering the Aviation Authority's Designated Mobilization Loan Program.
- Oversee staffs analysis of construction, professional services and concessions bids/proposals and awards for compliance with appropriate statutes, policies and regulations. Monitor professional services, construction and procurement contracts for compliance with appropriate statutes, policies and regulations. May make presentations to the Construction and Concessions Procurement Committees regarding bid awards.
- Assist staff with resolution to problems relating to contractor/consultant performance, and that department Vice Presidents are consulted with to discuss problems and program improvements.
- Assist staff when meeting with department VP's to discuss issues and program improvements and/or resolution of problems relating to contractors'/consultants' performance.
- Assist in the development and implementation internal operating policies and procedures.
- Assist in monitoring internal operating policies and procedures for consistent application of Small Business Policies. Participate in the development of small business policy amendments and consults with legal staff and operating managers on necessary revisions.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Public or Business Administration and ten (10) years' experience in developing and managing governmental programs for small and disadvantaged businesses and loan/small business programs for business development or an equivalent combination of closely related training, education, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong working knowledge of Federal, State and Local policies related to Minority or Women-owned Business (MWBE), Local Developing Business (LDB), Small Business Enterprise (SBE) and Veteran Business Enterprise (VBE) and small business programs
- Demonstrated skill in developing and implementing complex initiatives
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations
- Intermediate computer skills in Microsoft Office programs
- Knowledge of contract development and negotiation principles and practices; knowledge of contract specification writing; ability to read and interpret contract and solicitation documents
- Ability to interpret and compile statistical data, prepare detailed reports, analyze legal and financial documents
- Must possess excellent oral and written communication skills
- Must possess excellent interpersonal skills to interact with Aviation Authority staff, contractors, small businesses, and representatives of governmental agencies
- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Coach and develop a high performing team. Provide mentorship, management and support to our existing team

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)*

- High degree of independence and authority, with minimal supervision, extensive latitude in initiative, judgment and authority
- Latitude for independent judgment is granted to this position at the discretion of the Chief Administrative Officer, including but not limited to making a recommendation regarding bid awards and/or resolution of problems regarding a bidder or proposing party. An error in judgment could result in a bid/proposal not being awarded.
- Assessment in the degree of risk

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:

Iranetta J. Dennis
box SIGN 19783WP8-1VW289QW
Jun 3, 2024
Immediate Supervisor Date

Yovannie Rodriguez
box SIGN 173WL561-1VW289QW
Jun 3, 2024
Chief Administrative Officer Date

Randy Hudgins
box SIGN 42KZV7VX-1VW289QW
Jun 3, 2024
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Senior Level Officials and Managers

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Assistant Vice President, Small Business

Department: Small Business Development
Date: May 29, 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		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:

Iranetta J. Dennis
box SIGN 19783WP8-1VW289QW
Jun 3, 2024
Immediate Supervisor Date

Yovannie Rodriguez
box SIGN 173WL561-1VW289QW
Jun 3, 2024
Chief Administrative Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-1VW289QW
Jun 10, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Assistant Vice President, Public Affairs (Outreach)

Department: Public Affairs Date: January 18, 2023

Title of Immediate Supervisor: Senior Vice President, Public Affairs Pay Level: L31

POSITION SUMMARY: Responsible for the management and monitoring of media throughout the 24-hour news cycle, staying current with changing communication strategies, methods, and technologies, particularly with a focus on social platforms. Monitor airport activities for needed response to media inquiries. Manage collateral and media outreach for both the Orlando International and Orlando Executive Airport. Help to create strategic, government policy messaging for industry, airport policies, and issues. Work closely with Social Media, Marketing, and other Greater Orlando Aviation Authority (Aviation Authority) departments to coordinate consistent messages, and represent the Aviation Authority throughout the community, particularly with transportation and government organizations. Will be responsible for assisting in various community outreach programs and development of statements and positions on changing focus in the industry and organization. Will assist in informing on agency and policy communications coordinating with other organizations on changes, briefings, and information as needed that may impact airport 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:*

- Manage media throughout the 24-hour news cycle. Evaluate, develop, and implement communication strategies to remain current with up-to-date methods and technologies and consider the viewpoints of multiple stakeholders.
- Develop and maintain relationships with journalists and other stakeholders. Develop and design media cases and plans, provide interviews and other outreach, contact and background information, and manage public inquiries. Focus on developing a list of topics and experts. Negotiate and maintain media monitoring contracts and recommend appropriate responses to their report results. Work strongly in developing relationships and resources for communications function both internally and externally.
- Manage emergency response assistance in coordination with the Senior Vice President. May serve as Public Affairs liaison with the Emergency Management Accreditation Program (EMAP), as Aviation Authority representative for the Federal Emergency Management Agency (FEMA), and as department National Incident Manager (NIMS). Update and manage inventory and purchase materials for emergency response. Set up and coordinate with the Emergency Operations Center and Incident Commander and facilitate information disbursement for Joint Information Center situations when required.
- Manage the Aviation Authority's print and collateral outreach program including staff, scheduling, priorities, research, develop, and supply materials and training to maintain the latest technology for media both social and traditional, and remain current with other new technology and practices. Oversee the coordination of briefings, community outreach, and events.
- Maintain relationships and outreach to industry and communications agencies and representatives for coordination of efforts pertaining to industry changes and focus.
- Supervise assigned employees. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity, and timeliness of work performed; monitor compliance with established policy, procedure, and standards. Advise the Senior Vice President regarding areas of concern and recommended 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.
- Represent the Aviation Authority's interests with Visit Orlando and a variety of other Central Florida entities, the Central Florida Public Information Network (PIN) Officers Association, and the PIN Emergency Management Public Information Officers Committee.

RESPONSIBILITIES (continued)

- Serve as the Authority's Authorized Representative (AAR) for various contracts, including Creative Services, Printing Services, Flight Lines Newsletter printing, etc. Review agreements, suggest adjustments, and establish quality standards.
- Work closely with the Social Media staff to coordinate consistency in messages, talking points, and responses to positive and negative posts. Provide collateral and photographic materials for social media sites, create and coordinate emergency management posts.
- Work with airlines to coordinate talking points, messages, and service announcements regarding new services and events.
- Manage facility tours for VIP guests, many of whom are international; manage and assist with organizing special events and benchmark occasions for the Aviation Authority.
- Develop and create graphics, and publish the Aviation Authority's official newsletter, and other external and internal information materials; develop, create, and write message points for special events and presentations for board and executive staff.
- Provide input, oversight, and proofing for copy and news features.
- Serve as department business continuity coordinator.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in a related field and seven (7) years of progressively responsible public relations experience including media interaction in a corporate setting and experience with a large public organization, or an equivalent combination of education, training, and experience. Supervisory experience is required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Skilled in public speaking
- Strong analytical skills
- Skilled in the use of graphics software desirable
- Knowledgeable of modern audio/visual equipment and technology
- Skilled in media interactions, including emergency situations
- Previous media experience in broadcast or print media
- Exceptional verbal and written communication skills; skilled in interactions with community leaders and peers

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Completion of basic NIMS training (100 & 200) required within one year of employment
- Division of Emergency Management; State Emergency Response Team (SERT) certification required within one year of employment

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 with minimal supervision or direction
- Position requires the highest degree of accuracy and judgment when serving as Aviation 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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Angela B. Starke
box SIGN 186ZQWRP-1X326295
Apr 12, 2024
Immediate Supervisor Date

Kevin J. Thibault
box SIGN 1V3Q39J4-1X326295
Apr 15, 2024
Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VX-1X326295
Apr 18, 2024
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

Assistant Director, Public Affairs (Outreach)

Department: Public Affairs

Date: January 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	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	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	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:

Angela B. Starke
box SIGN 186ZQWRP-1X326295

Apr 12, 2024

Immediate Supervisor Date

Kevin J. Thibault
box SIGN 1V3Q39J4-1X326295

Apr 15, 2024

Chief Executive Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-1X326295

Apr 19, 2024

Human Resources - Compensation Date

Assistant Manager, Security Contracts

Department: Security Division	Data : June 25, 2025
Immediate Supervisor: Manager, Security (Compliance, Contracts, Operations)	Pay Level : L24

POSITION SUMMARY : Assist in managing the development, implementation, and activities of airport security contracts, including but not limited to: City of Orlando Police Department/Airport Police Division contract, security services/guard contracts, vehicle screening and airport property patrols contract and maintain compliance with contractual and regulatory requirements. Responsible for the day-to-day monitoring, evaluating and oversight of contracts. Provide technical advice and assist in the scope development and bidding of new contracts. Verify and approve contractor's pay requests/invoices. Validate project costs, repair estimates, and additional work requests outside of the contract scope. Key representative for the Greater Orlando Aviation Authority's (GOAA) Security Department 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:*

- Acting as a liaison between the Aviation Authority Security Department and other Aviation Authority departments, airport stakeholders, and external stakeholders as it pertains to the security contracts.
- Monitor contractors' performance, to include but not limited to, collecting, tracking, compiling, and analyzing data.
- Provide technical assistance with proposal/solicitation development, review, presentation, and addenda processes.
- Assists with contract negotiation processes, contract transition processes, contract amendment processes, and contract close-out processes.
- Assists with overall development, analysis, and review of contract management processes.
- Assists with the management of contract lease agreements' terms and conditions.
- Verification and approval contractors' pay requests/invoices for accuracy and compliance with contract terms.
- Validate work requests outside of the contract scope.
- Assist in developing and monitoring annual operating budgetary requirements and yearly contractual budgets.
- The development and implementation of procedures to meet the contractual requirements for the specified scope of work.
- Assists the Authority's Authorized Representative (AAR) for the performance of specified contracts and acts as liaison with other GOAA departments, Airport stakeholders, and external stakeholders.
- Monitor contractors' staffing levels, responsiveness, and productivity; provide data to Authority's Authorized Representative (AAR) for evaluation of contract compliance. Verify that contract specifications are proactively enforced.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and three (3) years of hands-on, day-to-day contract operations management experience or an equivalent combination of technical training, education, and experience. Familiarity with the Orlando International Airport Security Services contracts desired

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge and experience in maintaining contract files and enforcing contract provisions.
- Basic knowledge of project scheduling, efficient time management, contract monitoring, and use of communication devices required.
- Working knowledge of contract language, enforcement of contract requirements, and resolution of contract disputes.
- Must have excellent oral and written communication skills and have good interpersonal skills with the ability to function effectively in a diverse work place.
- Demonstrated ability to work independently.
- Proficient with Microsoft Office programs.

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 limited supervision and general direction, exercising a high level of independent judgment and discretion.
- Make emergency decisions when needed.
- 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:

James R Ford box SIGN 4L6YRL82-1VJZQ8L5	Jun 30, 2025	Jonathan Cute box SIGN 4W69KKV8-1VJZQ8L5	Jun 30, 2025
Immediate Supervisor	Date	Vice President, Security	Date
box SIGN 4Q8XW3KX-1VJZQ8L5	Jul 14, 2025	Dr. Randolph Hudgins box SIGN 42KZV7VX-1VJZQ8L5	Jul 22, 2025
Chief Operating Officer	Date	Interim Chief Administrative Officer	Date

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FLSA: Exempt

EEO Category: Professionals

Manager Hours: 24

Shift Premium: N/A

Rotating Shift: N/A

Assistant Manager, Security Contracts

Department: Manager, Security (Compliance, Contracts, Operations)

Date: June 25, 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	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	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
Motorized Golf Cart					X	3
SUPERVISOR COMMENTS:						

James R Ford
box SIGN 4L6YRL82-1VJZQ8L5
Jun 30, 2025
Immediate Supervisor Date

Allison Duncan
box SIGN 19YY2YPV-1VJZQ8L5
Jun 26, 2025
Human Resources – Compensation Date

Job Description + Physical Requirements and Working Conditions

Assistant Manager, Employee Engagement

Department: Customer Experience | December 23, 2024

Title of Immediate Supervisor: Manager, Employee Experience | Pay Level: L26

POSITION SUMMARY: Plan, implement, and oversee the community-wide employee engagement program to include recognition, communication, engagement, and airport 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:*

- Assist with the coordination of community-wide Airport Employee Experience Program.
- Identify new and innovative ways to engage with community employees.
- Collect and analyze feedback from communication channels to identify engagement opportunities and methods to promote awareness of customer service initiatives.
- Coordinate logistical aspects of employee engagement events, including managing schedules, ordering supplies and ensuring smooth execution.
- Develop and implement innovative recognition strategies that celebrate employee's contributions, promoting a culture of appreciation.
- Oversee the day-to-day 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), co-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's degree in Business Administration, Psychology, Sociology, Communications, or related field and four (4) years of experience in employee engagement, event planning, or related field, with focus on customer service or employee experience, or an equivalent combination of education, training, and experience. Supervisory experience preferred.

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 to provide exceptional training, employee engagement, and customer service opportunities for employees
- Demonstrated leadership skills
- Demonstrated ability to create and manage successful training and engagement programs
- Ability to work collaboratively with senior-level leaders, station managers and other stakeholders
- A team to 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 a staff of approximately __3__

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:

Kathy Brown
box SIGN 1JP7XV82-193QZ386 Feb 25, 2025
Immediate Supervisor Date

box SIGN 46Z532JQ-193QZ386 Feb 26, 2025
Vice President, Customer Experience
Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-193QZ386 Feb 26, 2025
Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Mid-Level Officials and Administrator

Rotating Shift: N/A

Manager Hours: 24

Assistant Manager, Employee Engagement

Department: Customer Experience　　Date: December 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				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	1
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

Kathy Brown
box SIGN 1JP7XV82-193QZ386　Feb 25, 2025
Immediate Supervisor　Date

Yolonda Mosby
box SIGN 4KQY8QXW-193QZ386　Feb 26, 2025
Human Resources – Compensation　Date

Audit Analyst

Department: Internal Audit

Date: May 28, 2025

Immediate Supervisor: Assistant Vice President, Internal Audit

Pay Level: L21

POSITION SUMMARY:. : Responsible for assisting and conducting basic audits, following established guidelines and procedures, of organizations which have contractual agreements with the Greater Orlando Aviation Authority (GOAA) to determine compliance with those agreements including, but not limited to, revenue agreements management agreements, and service contracts. Assist with audits of organizational units within GOAA 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 GOAA's objectives and high standards of administrative practice. Responsible for monitoring revenue agreements across GOAA and carrying out continuous auditing procedures under the supervision of a Senior Auditor or Audit 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:*

- Assist the Internal Audit staff with performing basic audits under moderate supervision and direction in accordance with GOAA policies and procedures, Internal Audit guidelines and professional standards established by the U.S Government Accountability Office (GAO), American Institute of Certified Public Accountants (AICPA) and/or The Institute of Internal Auditors (IIA).
- Under moderate supervision, participates in the planning of basic audits or sections of audits, including completing the process identification, control analysis and risk assessment.
- Identify and document aspects of the organization's systems and processes that do not comply with agreements, regulations, industry standards, or GOAA policies.
- Review less complex agreements, contracts, leases, etc. and evaluate compliance.
- 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 basic control points of the system.
- Monitor revenue agreements across GOAA for alignment with established agreements and guidelines, performing financial analysis/trending to identify abnormalities or irregularities for review by the Auditors.
- Perform continuous monitoring of data for compliance with procedures that are narrower in scope than those performed by the Auditors.

- Assist in the preparation of neat, logical, and complete work papers following departmental policies and procedures for the Internal Audit staff. 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.
- Assist in gathering and analyzing 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.
- Communicate with the audit team throughout the audit process for guidance and problem solving; cognizant of when audit issues should be referred to the Senior Auditor or Audit Management for further direction or concurrence.
- Participate in preparing support for formal written reports of lesser risk/complexity, as requested.
- Assist in or prepare potential audit findings that are adequately supported by documentary evidence and help to develop appropriate recommendations. Participate in appraising the adequacy of the corrective action taken to improve deficient conditions.
- Perform or assist with special projects or other assignments, as requested.
- Able to work independently requiring general direction and supervision as well as a team environment.
- Work under the direction of Auditors, Senior Auditors, or Audit Management on specific audits or assignments.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelors degree in Accounting, Business or a related field and up to two (2) years of similar analyst and financial experience, or an equivalent combination of closely related education, training and experience. Experience with data analytic software (ACL desirable); experience in analyzing general ledger, journal entries and large datasets is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of IIA International Professional Practices Framework preferred
- Basic knowledge of Microsoft Word, Excel, and Access. Knowledge of data analytic software desired (ACL preferred)
- Knowledge of statistical sampling methodologies preferred
- Knowledge of financial, cost and management accounting theory and practice
- Knowledge and application of qualitative and quantitative analysis
- Understanding of contracting principles and administration
- Knowledge of management and organization theory
- Oral and written communications reflect use of proper grammar; writing exhibits direction, clarity and conciseness.
- Analytical and problem solving skills
- Demonstrated attention to detail
- Interpersonal skills demonstrating tact and professional etiquette
- Experience in creating flowcharts is preferred
- Must be able to manage multiple tasks and projects

- Able and available for travel (local engagements)

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 on assigned tasks under general supervision and direction.
- Moderate amount of independence in judgment, discretion, and motivation for work paper preparation, based on level of experience.
- Ability to prioritize and adjust work schedule to meet deadlines to handle a wide variety of tasks and responsibilities simultaneously and continuous projects efficiently including prioritizing of daily and monthly work.
- Take initiative with respect to execution of responsibilities and achievement and the ability to determine when additional follow up or analysis is needed.
- Decisions requiring important administrative, auditing or accounting procedures, analytical questions beyond the Analyst's background, problems with managers, supervisors, etc., and the final preparation of work papers and audit reports are to be referred to the Senior Auditor or Audit Management respectively.
- Ability to read and understand contracts, agreements, and leases.

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:

Kayla Mayhue
box SIGN 4L28X6Z9-4K52Z8VW
May 28, 2025
Immediate Supervisor Date

Tianna Dumond
box SIGN 18ZKJV61-4K52Z8VW
May 28, 2025
Senior Vice President, Internal Audit Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-4K52Z8VW
May 29, 2025
Vice President, Human Resources Date

FLSA: Non-Exempt

Shift Premium: N/A

EEO Category: Administrative Support

Rotating Shift: N/A

Manager Hours: 24

Audit Analyst

Department: Internal Audit | Date: May 28, 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					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					1
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing	X					3
Writing	X					3
Other						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
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:						

Kayla Mayhue
box SIGN 4L28X6Z9-4K52Z8VW
May 28, 2025

Immediate Supervisor Date

Allison Duncan
box SIGN 19YY2YPV-4K52Z8VW
May 28, 2025

Human Resources – Compensation Date

Auditor

Department: Internal Audit | Date: September 18, 2024

Title of Immediate Supervisor: Assistant Vice President, Internal Audit | Pay Level: L24

POSITION SUMMARY: Responsible for assisting and conducting less complex 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 with 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:*

- Assist in performing various types of less complex audits under general supervision and direction in accordance with Greater Orlando Aviation Authority (GOAA) policies and procedures, Internal Audit guidelines and professional standards established by the U.S Government Accountability Office (GAO), American Institute of Certified Public Accountants (AICPA) and/or The Institute of Internal Auditors (IIA).
- Participate in planning less complex audits or sections of audits, including completing the process identification, control analysis and risk assessment.
- 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 basic control points of the system.
- 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.
- 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.
- Communicate with the audit team throughout the audit process for guidance with decision-making and problem solving; cognizant of when audit issues should be referred to the Senior/Lead Auditor or Manager for further direction or concurrence.
- Participate in meetings to review findings and recommendations with appropriate managers, supervisors, divisions, departments, tenants and contractors to clarify information during and at the conclusion of the examination to document deficiencies, recommend corrective action.
- Participate in preparing support for formal written reports of lesser risk/complexity, as requested.
- 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.
- Perform or assist with special projects or other assignments, 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelors Degree in Accounting or a related field and up to one year auditing experience, or an equivalent combination of closely related education, training and experience. Experience with data analytic software (ACL desirable); experience with automated workpaper systems (Auto Audit) is preferred. Experience in analyzing general ledger and journal entries is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Able and available for travel (local engagements and continuing education).
- Basic knowledge of audit workpaper technique.
- Knowledge of Generally Accepted Accounting Principles (GAAP) and Generally Accepted Governmental Accounting Principles.
- Basic knowledge of sources of accounting, auditing and internal control literature.
- Knowledge of Generally Accepted Auditing Standards (GAAS), Attestation Standards and Government Auditing Standards (GAS).
- 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.
- Knowledge of management and organization theory.
- 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.
- Analytical and problem solving skills.
- Interpersonal skills demonstrating tact and professional etiquette.
- Experience in creating flowcharts is preferred.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Certified Public Account (CPA) or 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 position might exercise independent and make decisions)*

- Reasonable amount of independence in judgment, discretion, and motivation for workpaper preparation, based on level of experience.
- Must be able to set work priorities within the assigned audit program.
- 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 Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Kayla Mayhue
box SIGN 4L28X6Z9-1579JZ72 Sep 18, 2024
Immediate Supervisor Date

Tianna Dumond
box SIGN 18ZKJV61-1579JZ72 Sep 18, 2024
Senior Vice President, Internal Audit Date

Randy Hudgins
box SIGN 42KZV7VX-1579JZ72 Sep 18, 2024
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

Auditor

Department: Internal Audit

Date: September 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	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:

Kayla Mayhue
box SIGN 4L28X6Z9-1579JZ72
Sep 18, 2024
Immediate Supervisor Date

Tianna Dumond
box SIGN 18ZKJV61-1579JZ72
Sep 18, 2024
Senior Vice President, Internal Audit Date

Natalia Londono
box SIGN 4Z79XV2Z-1579JZ72
Sep 18, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Baggage Handling Systems (BHS) Agent

Department: BHS/GSE Division

Date: October 15, 2019

Title of Immediate Supervisor: Supervisor, BHS/GSE Operations

Pay Level: L11

POSITION SUMMARY: Monitor the Greater Orlando Aviation Authority (GOAA) baggage handling systems (BHS), bag make-up carousels, and baggage claim devices to facilitate the timely delivery of baggage to the correct destination. Respond to system issues and assist/provide guidance to contracted staff in baggage system recovery events.

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 operational activity with BHS Control Center operators.
- Operate and monitor the day to day operation of all GOAA BHS systems, carousels, conveyors, pods and baggage claim devices.
- Assist and provide guidance to contracted staff in clearing bag jams, motor overloads, starter faults and in troubleshooting and resolving issues in a timely manner to maintain excellent customer service.
- Assist in verifying contract staff are properly allocated and positioned to support operational requirements.
- Interact with and assist Transportation Security Administration (TSA) personnel to resolve system failures and facilitate uninterrupted operation of the BHS.
- Respond to and trouble-shoot problems with the baggage systems and take appropriate corrective action, to include alternative measures.
- Maintain compliance with the Department of Homeland Security's regulations and requirements, including assurance that all equipment is secured at the end of flight activity. Monitor and confirm proper security protocols are achieved. Secure and report any discrepancies.
- Conduct inspections and provide reports on the conveyor/baggage systems to maintain optimal condition for customer use.
- Assist in verifying that the equipment is properly operated and maintained. Identify concerns and take appropriate and timely action to get them resolved.
- Report information to the BHS Control Center in order to have daily events captured in the Operations Activity Reporting System.
- Assist with training new staff as needed, including contracted staff.
- Regularly communicate with airlines, carriers, and customers who utilize the BHS, notifying them of operational or equipment changes, system problems, etc.
- Monitor and report any damage to equipment, unsafe conditions or incidents.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High School graduate or equivalent and three (3) years of work experience with a baggage handling or similar technical conveyor system, or an equivalent combination of education, training and experience. Airline operation experience desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Effective oral and written communications skills; ability to speak and understand English is required. Multi-lingual skills desired
- Ability to lift up to 50 lbs. for extended periods of time

- Ability to operate a two-way radio
- Must be willing and able to work rotating shifts, early mornings, late evenings, weekends and holidays based on operational needs
- Strong customer service skills
- High degree of time management and organizational skills
- Ability to establish and maintain effective working relationships with the general public, fellow employees and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation
- Must be able to work with the computer in Word/Excel to complete equipment status reports

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 direct supervision with limited independence
- Proactive/reactive abilities and the ability to solve routine problems
- Customer assistance (airlines, carriers, etc.) - answering questions, providing information
- Participate in operational decisions about the reassignments of the common facilities; i.e.: piers, ticket counters, and baggage claims

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:

10/17/19
Department Manager — Date

10/17/19
Department Assistant Director — Date

04 17, 2019
Department Director — Date

10-21-2019
Department Senior Director — Date

10-23-19
Sr. Director, HR & Risk Management — Date

FLSA: Non-Exempt

Shift Premium: N/A

EEO Category: Service Maintenance

Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Baggage Handling System (BHS) Agent

Department: BHS/GSE 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			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			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
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			3
Excessive Noise	X					3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Baggage Conveyor Systems	X					3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Scissor Lift			X			3
Communication Radio	X					3
Motorized Golf Cart			X			2
SUPERVISOR COMMENTS:						

10/17/19

Department Manager Date

OCT 17, 2019

Department Director Date

10/21/19

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

BHS Operator

Department: BHS/GSE Division | Date: December 5, 2018

Title of Immediate Supervisor: Supervisor, Terminal Operations (BHS) | Pay Level: L19

POSITION SUMMARY: Operate and monitor all Greater Orlando Aviation Authority (GOAA) maintained Baggage Handling Systems from the BHS Coordination Center such as carousels, conveyors, and baggage claim devices to facilitate the timely delivery of baggage to the correct destination.

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:*

- Operate and monitor the BHS systems (carousels, conveyors, pods and baggage claim devices) by using computer status screens, graphical displays, CCTV monitors and associated equipment. Data and information provided by at least four different operating systems.
- Coordinate and/or implement baggage contingency plans within BHS operations as needed. Regularly communicate with airlines, carriers, and customers who utilize the BHS, notifying them of operational or equipment changes, system problems, etc.
- Document and update information in maintenance and operational databases. Enter, edit, delete and modify flight information data into multiple computer programs related to sortation system. Coordinate with appropriate airline staff to maintain current data at all times.
- Monitor compliance with the Department of Homeland Security's regulations and requirements, including assurance that all equipment is secured at the end of flight activity. Regularly coordinate and interact with TSA in taking appropriate measures to resolve system failures and facilitate uninterrupted operation of the BHS. Monitor and maintain proper security protocols, secure and report any discrepancies.
- Dispatch GOAA and/or contracted staff in clearing bag jams, motor overloads, starter faults and troubleshooting and resolving problems in a timely manner to maintain excellent customer service.
- Verify that equipment is properly operated and maintained. Identify concerns and take appropriate and timely action to get them resolved. Input maintenance requests using the Maximo system, and follow through to completion.
- Routinely monitor baggage data and utilize as needed to track baggage, find missing bags, or identify the origin and destination of untagged baggage. Use knowledge of tracking system to confirm that baggage arrives at final destination as quickly as possible following a jam or other incident.
- Maintain substantive, accurate information of daily events in the Operations Activity Reporting System. Routinely monitor operations maintenance reports, identify operational trends, patterns or deficiencies in operations. Notify Information Technology, Maintenance and/or management as appropriate. Make recommendations for improvement or implement approved corrective actions.
- Conduct inspections of the conveyor/baggage systems to maintain optimal condition for customer use and report any damage to equipment, unsafe conditions or incidents.
- Assist with training new staff as needed, including contracted staff.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree or two (2) years post-secondary technical education in a related area and four (4) years experience in electronic monitoring and related troubleshooting of sortation systems, distribution systems, assembly systems or an equivalent combination of education, training and experience. Airline, airport, or baggage systems experience is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Exhibit an understanding of the technical and mechanical fundamentals of sortation systems, distribution systems, assembly systems
- Intermediate computer skills, including Microsoft office suite
- Demonstrated ability to troubleshoot, make appropriate decisions and follow-up to confirm issues are resolved in a timely manner and in the best interest of the customer
- Excellent oral and written communications skills, multi-lingual skills desired
- Ability to multitask and work independently
- Analytical and problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Must be capable of properly operating filed communications equipment and speaking clearly in English when operating such equipment.
- Must be able and willing to work rotating shifts, early mornings, late evenings, holidays, and weekends
- Strong customer service skills
- Effective time management and organizational skills
- Ability to establish and maintain effective working relationships with the general public, fellow employees and 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)*

- Exercise independence under general supervision, and in accordance with established guidelines/ procedures
- Make immediate decisions regarding system failures, jams or stoppages. Consider options and selects the best for customer service and safety.
- Make operational decisions about the reassignments of BHS facilities

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:

	12-17-18		12-18-18
Department Assistant Manager	Date	Department Assistant Director	Date
MAGriffin	JAN 10, 2019		12-18-2018
Department Director	Date	Department Senior Director	Date
Kathy E Bond	1-14-19		
Sr. Director, HR & Risk Management	Date		

FLSA: Non-Exempt

Shift Premium: N/A

EEO Category: Service Maintenance

Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

BHS Operator

Department: BHS/GSE Division

Date: December 5, 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	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		2
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	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**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Baggage Conveyor Systems	X					3
Scissor Lift					X	3
Communication Radio	X					3
Motorized Equipment (Golf Cart)					X	3

SUPERVISOR COMMENTS:

12-17-18

Immediate Supervisor Date

NM

JAN 10, 2019

Department Director Date

1/11/18

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Budget Financial Analyst (OMB)

Department: Finance
Date: May 8, 2023

Title of Immediate Supervisor: Manager, Budgets
Pay Level: L23

POSITION SUMMARY: Coordinate the preparation of the Authority's annual O&M budgets including all budget documents related to expenses. Responsible for monitoring of budget compared to actual expenditures.

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 the preparation of the annual O&M budgets including preparation of budget reference manual, establishment of timeline, scheduling budget meetings, completion of the budget documents and agenda items submitted to the Board and City Council for approval and all correspondence associated with the completion of the budget.
- Analyze all department budgets, comparing budget to actual and budget to budget, both by department account and cost center, in preparation for budget meetings, and validate reasonableness of all explanations during budget meetings.
- Investigate discrepancies/out of balance conditions and apply corrective actions accordingly.
- Responsible for performing the upload of the annual budget into Oracle.
- Perform monthly variance analysis between budget and actual expenses to determine if departments are performing within approved budget; document variance explanations provided by departments.
- Assist other departments with funding issues related to operation, maintenance and capital expenditure funds and prepare all related journal entries.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting, or related field, and four (4) 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:

- Extensive accounting analytical skills, critical thinking, and high-level problem solving abilities.
- Extensive knowledge of Excel, computerized accounting systems; experience with Oracle preferred
- Experience with graphs and charts a plus
- Experience with GFOA Distinguished Budget Award desirable
- Ability to handle multiple responsibilities with various financial areas
- Strong general ledger skills
- Ability to analyze and manipulate large amounts of data to produce useful data sets
- 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
- Meticulous attention to detail
- Demonstrated organizational skills

- Able to meet deadlines in a heavily deadline - AP driven position

LICENSES/CERTIFICATIONS REQUIRED:

- Certified Public Accountant License desirable

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 and general direction, high level of discretion and initiative is required
- Ability to provide appropriate budget/funding information to requesting departments is imperative to ensure fiscal integrity
- Non-routine budget transfers, funding requests for non-budgeted items and coordination of annual budget
- Responsibility for 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
- Must be able to determine when additional follow-up or analysis is 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:

7-19-23
Immediate Supervisor Date

Andrea Harper 7-18-23
Department Senior Manager Date

Elsie Alfonso 7-18-23
Department Assistant Vice President Date

Marie Denny 7/19/23
Department Vice President Date

CFO 7/20/23
Chief Financial Officer Date

7/21/23
Vice President of 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

Budget Financial Analyst (OMB)

Department: Finance

Date: May 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	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**
General Office Equipment (Computer, Copier, Fax, etc.)	X					3
Other						

SUPERVISOR COMMENTS:

7/19/23

Immediate Supervisor — Date

Andrea Harper 7-18-23

Department Senior Manager — Date

Angela [illegible] 7/21/2023

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

CAD and GIS Analyst

Department: Engineering & Architecture | Date: September 6, 2023

Title of Immediate Supervisor: Manager, GIS and BIM Systems | Pay Level: L26

POSITION SUMMARY: Work with the Manager of Geographic Information Systems (GIS) and Building Information Modeling (BIM) Systems to provide routine drafting and design support for Engineering and Architecture Department during the planning, design, and construction of various projects such as Airport terminal buildings and gates, commercial, offices, retails, airfields, roadways and utilities. Develops conceptual plans, engineering drawings, and exhibits for a variety of projects ranging in size and complexity.

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 routine drafting and design support for Engineering and Architecture Department during the planning, design and construction of various projects such as Airport terminal buildings and gates, commercial, offices, retails, airfields, roadways and utilities.
- Develops conceptual plans, drawings, and exhibits for a variety of projects ranging in size and complexity.
- Verify data is aligned with the Greater Orlando Aviation Authority (Aviation Authority) standards; confirm data integrity and collection of facility and asset information from capital projects and maintenance work.
- This position also provides BIM support for producing models and drawings for construction and maintenance projects, operation and utility drawings for various shops, and reviewing and updating the data for models, with specialized knowledge of architectural, mechanical, electrical or civil engineering techniques and detailed application in three or more of the above-mentioned areas.
- Maintain and update the GIS Database for infrastructure using Computer Aided Design (CAD) and GIS; prepares clear and accurate drawings and details for various purposes and Airport Departments.
- Research, record, collect data, and perform field work to verify engineering drawings, CAD, and GIS information.
- Occasional field work verifying 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.
- Maintain and update geospatial data of municipal GIS databases including converting and archiving existing data and inputting geospatial data collected from utility construction projects.
- Conduct informational queries, prepare maps and input field data in the GIS database.
- Prepare drawings and perform field inspections on new and existing utilities including electric, fiber, and water and wastewater systems.
- Compute and draft work by using AutoCAD.
- Prepare various scaled drawings from field notes; reduces field notes, plots and checks data on computer.
- Perform drawing checks for received CAD or BIM documents for projects
- Convert and maintain accurate as-built drawings to CAD drawings.
- Prepare permit sketches and applications for various municipal and governmental agencies.
- Participate in department meetings and provide GIS and CAD technical support.
- Evaluate and implement upgrades to the AutoCAD system; such as software upgrades, custom tools, and troubleshooting.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree in CAD, GIS, or related field and five (5) years of CAD/GIS 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:

- Work requires utilizing knowledge of ArcGIS Pro, ArcGIS Online/Portal and Storybook, AutoCAD, surveying, engineering practices, construction standards and mathematics, as well as, knowledge of various public utility facilities (construction, maintenance) and materials
- Knowledge of GIS and CAD, surveying, engineering practices, and mathematics
- Knowledge of the terminology, methods, practices and techniques of computer drafting
- Knowledge of simple trigonometry, especially as applied to the making of routine survey computations
- Knowledge of level and transit survey equipment
- Skill in the use of a variety of computer programs, including Microsoft Office, CAD, GIS and various other office equipment
- Ability to make technical computations
- Ability to interpret field notes and to apply them in complex oral and written instructions
- Good interpersonal and communication skills
- Analytical approach to problem solving
- Ability to perform spatial analysis
- 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
- Certification in CAD and GIS or a specialty subject area that may benefit the Aviation Authority is desirable

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 supervision, high level of initiative and judgement.
- 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:

Robert L Furr
box SIGN 1JR6WZ22-467K8VZP
May 29, 2024
VP, Engineering & Architecture Date

box SIGN 4W88Q9ZJ-467K8VZP
Jun 3, 2024
SVP, Capital Programs Date

Randy Hudgins
box SIGN 42KZV7VX-467K8VZP
Jun 10, 2024
VP, Human Resources Date

FLSA: Exempt	**Shift Premium:** N/A
EEO Category: Technician	**Rotating Shift:** N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

CAD and GIS Analyst

Department: Engineering and Architecture

Date: September 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	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:

Robert L Furr

box SIGN 1JR6WZ22-467K8VZP

May 29, 2024

VP, Engineering & Architecture Date

box SIGN 4W88Q9ZJ-467K8VZP

Jun 3, 2024

SVP, Capital Programs Date

Natalia Londono

box SIGN 4Z79XV2Z-467K8VZP

Jun 10, 2024

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Carpenter III

Department: Maintenance

Title of Immediate Supervisor: Supervisor, Carpentry

Date: April 5, 2019

Pay Level: B7

POSITION SUMMARY: Perform structural maintenance and repair of facilities, as well as small new 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:*

- Perform exterior and interior structural repairs and maintenance on GOAA facilities.
- Fabricate, install and repair interior trim and moldings, cabinetry, and laminate applications.
- Lay out and construct new structural elements, such as room partitions, ceilings, doors, floor tile, and similar items.
- Install and repair doors and associated hardware.
- Install and repair dry wall and wainscoting.
- Install and repair floor covering and cove base.
- Install and repair ceilings, replaces ceiling tile.
- Repair or replace glass.
- Install and repair roofs and flashing.
- Fabricate, repair, or replace frames, shelving, and office furniture.
- Assist in monitoring carpentry-related work being accomplished by contractors; inspects all work daily, coordinates job problems and final acceptance.
- Perform regular cleaning and prescribed operator maintenance tasks on equipment.
- Responsible for staying current on all GOAA emergency response procedures and executing 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 carpentry/ woodworking trade, including cabinetry, millwork, and construction framing, or an equivalent combination of education, training, and experience.

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 carpentry hand tools and power tools
- Ability to read and interpret blueprints, sketches and drawings
- 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)*

- Plan the type of equipment, tools and material to be used for any job assigned.
- Determine work method and practices for a professional completion.
- Determine what equipment is appropriate for the assigned task and how it is to be used on the 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 4/8/19 Date

Department Manager 4/11/19 Date

Department Assistant Director 4/5/19 Date

Department Director 4-5-19 Date

Kathy Bond
Sr. Director, HR & Risk Management 4-19-19 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

Carpenter 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		2
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			3
Typing/CRT (attention to detail)				X		2
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	2
Noxious Fumes				X		2
Chemicals				X		2
Insects					X	1
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		2
Hand/Power Tools		X				3
Ladders/Lifts			X			3
Field communication equipment				X		3
Mobile maintenance management system				X		3

SUPERVISOR COMMENTS:

4/8/19

Immediate Supervisor Date

4-5-19

Department Director Date

4/18/19

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Central Plant Operator

Department: Maintenance

Date: June 15, 2023

Title of Immediate Supervisor: Manager, Plant Maintenance

Pay Level: L19

POSITION SUMMARY: Operate Central Energy Plant (CEP), monitor and control the HVAC/building automation system, airfield lighting systems, preconditioned air plant systems, main breakers system, switch gear and emergency generator systems, elevator system, various perishable center systems, and standby 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:*

- Operate and monitor CEP mechanical equipment including: 400 – 1300 ton centrifugal chillers, 200 HP oil-fired boilers, air handlers, air compressors, cooling towers, associated pumps and control equipment, and preconditioned air systems.
- Monitor various computer management systems to maintain optimal comfort levels throughout the facility; monitors lighting, elevator, and irrigation computer systems.
- Perform operational checks of plant equipment, making necessary adjustments.
- Monitor and record all necessary plant readings as required.
- Document and update information to the maintenance systems databases.
- Interact with tenants, contractors, outside agencies, and fellow employees to coordinate services and resolve problems.
- Receive trouble calls and work requests, generate appropriate repair orders, and dispatch department and contracted personnel to respond to emergency repairs.
- 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 maintaining proper response as required.
- Maintain and distribute plant operator log and advise appropriate personnel of any urgent issues.
- Troubleshoot malfunctioning equipment and isolate problem areas; coordinate with appropriate personnel for repairs.
- Work closely with outside contractor personnel to maintain timely compliance with the contract requirements.
- Participate in scheduled testing of all equipment related to the CEP to include emergency generators, fire pumps, and other fire protection systems.
- Instruct and train Maintenance Dispatchers in proper procedures and techniques of the operations related to building automations systems and equipment
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree or accredited technical school certification in Computer Science, HVAC or a closely related field; and three (3) years experience operating a computerized building automation system with multiple chiller plant experience in a large scale operations and maintenance organization, or three (3) years experience receiving and dispatching work orders in a large scale industrial, commercial or institutional setting; or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic knowledge of CEP mechanical equipment associated pumps and control equipment

- Thorough knowledge of central plant/building automation procedures, principles and guidelines
- Knowledge and ability to instruct and train employees
- Knowledge and understanding of building trades
- Intermediate computer skills and proficient in Microsoft Office programs
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Excellent oral and written communication and customer service skills
- Must be able and willing to work 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 decisions based on established policy
- Exercise considerable judgment in evaluating specific technical issues

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:

Celeste Cooper 19 June 23
Immediate Supervisor Date
Date

6/20/23
Department Assistant Vice President Date

6-21-2023
Department Vice President Date

06-26-2023
Chief of Operations Date

6/27/23
Vice President, Human Resources 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

Central Plant Operator

Department: Maintenance

Date: June 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

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: 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	2
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

19 June 23
Date

Department Assistant Vice President

6/20/23
Date

Human Resources - Compensation

6/23/23
Date

JOB DESCRIPTION

Job Title: Certification Administrator

Date: September 20, 2017

Department: Small Business Development

Grade/Level: Exempt; L23

Title of Immediate Supervisor: Director, Small Business Development

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POSITION SUMMARY: Responsible for the review and analysis of applicant files for certification as MWBE, LDB, SBE and SDVOBE firms with the Aviation Authority. Verify supporting information and required documentation supplied by firms applying for certification, and complete an on-site review for each applicant firm. Monitor contracts for compliance, and serve as liaison between DBE, MWBE & LDB firms, the Authority and/or prime contractors when necessary.

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.*

- Enforce MWBE/LDB/SBE and SDVOBE policies
- Attend pre-bid meetings, proposal meetings, and conferences to explain the DBE/MWBE/LDB policies and procedures. Address questions and issues involving DBE/MWBE/LDB participation.
- Review certification applications and accompanying documentation to determine compliance with certification requirements in the policies and 49 CFR Parts 23 & 26. Complete on-site reviews.
- Provide information concerning upcoming opportunities to MWBE/LDB/SBE and SDVOBE firms. Respond to inquiries regarding opportunities, goals, good faith efforts, and certification.
- Analyze bids and proposals to determine compliance with the Authority's policy requirements and program goals
- Monitor compliance of contracts, purchasing and concessions agreements with regard to FAA & DOT regulations. Assist Director in ensuring appropriate participation, communication and implementation of programs in these departments.
- Schedule and attend site visits; maintain required notes and information
- Establish and maintain effective systems to track all certification data
- Assist in coordinating workshops, seminars and related public outreach functions to promote the MWBE/LDB/SBE and SDVOBE program and policies
- Research and locate qualified LDBs, MWBEs, SBEs and SDVOBEs to perform services and provide goods to the Authority
- Review monthly program disbursement reports to confirm prompt payment criteria, proper use of subcontractors, etc.
- Communicate with counterparts at other airports and entities regarding the available pool of small business firms, particularly those providing commodities (e.g. paper goods, lighting fixtures)
- Perform Small Business tasks for the Concessions department in the Director's absence and/or as needed
- Plan and oversee the work of the Small Business Certification Assistant
- Perform other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

Bachelor degree in Business Administration or a directly related field and four (4) years experience in an airport or business related administrative field; or an equivalent combination of education, training and experience. Experience in at least one area of MWBE, LDB, SBE, SDVOBE required.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Ability to read and interpret contract and financial documents
- Ability to interpret and explain program and compliance information
- Ability to manage multiple projects effectively
- Excellent interpersonal skills required to interact with Authority staff, contractors, small businesses, and representatives of governmental agencies
- Proficient in Excel, MSWord, and PowerPoint

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Participation in training sponsored by USDOT, FDOT and FAA regarding certification, compliance, and program management preferred at time of hire, but must be completed within one year of hire.

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 limited supervision and general direction, exercising a high level of independent judgment and discretion
- Must demonstrate a reasonable ability to identify compliance or other contractual issues and act proactively to find solutions
- Make recommendations regarding participation and certification on bid and proposal awards.

APPROVAL SIGNATURES:

Immediate Supervisor

10-12-17
Date

Executive Director

10-16-17
Date

Kathy Bond
Senior Director, Human Resources & Risk Management

10-27-17
Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Certification Administrator
Department Small Business Development

Date September 20, 2017
Section: 008

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	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**
Drive GOAA vehicles			X			3
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:
Periodic site visits

Immediate Supervisor

10-12-17
Date

Executive Director

10-26-17
Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Chief Accountant, General Ledger

Department: Finance
Date: April 17, 2024

Title of Immediate Supervisor: Manager, Finance
Pay Level: L28

POSITION SUMMARY: Coordinate the monthly, quarterly and annual General Ledger system closings. Assist in the preparation of monthly, quarterly and annual financial statements and reports. Supervise the preparation of monthly reconciliations, the record keeping, maintenance and reporting of fixed assets, and debt.

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 the monthly, quarterly and annual General Ledger system closings.
- Assist in the preparation of monthly, quarterly, and annual financial statements, notes and associated schedules.
- Maintain the accuracy of the financial accounting records to facilitate a timely reporting of financial condition to management.
- Assist in the coordination of activities with independent auditors in the production of financial reports.
- Review monthly cash, debt, and fixed asset reconciliations.
- Supervise maintenance of debt schedules for the monitoring, calculation and recording of interest, principal, payments, amortization of discounts, premiums, insurance and deferred amounts. Coordinate and supervise the record keeping and reporting of the Authority’s fixed assets.
- Maintain General Ledger and Fixed Assets modules.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; verify 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.
- Prepare certain governmental annual surveys and property tax returns.
- Conduct research and prepare special reports on financial matters.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor’s degree in Accounting and five (5) years of related work experience, or an equivalent combination of education, training and experience. Supervisory experience required; public accounting and/or auditing experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must possess strong analytical and problem solving skills
- Must possess strong interpersonal, supervisory and management skills
- Must possess strong technical accounting skills
- Highly skilled in Microsoft Excel, to include pivot tables, lookup and financial functions
- Must be familiar with computerized accounting systems
- Must be able to work well under pressure and met deadlines
- Knowledge of current GAAP, GASB accounting and financial reporting practices for enterprise fund
- Must be experienced with various financial areas and handling multiple responsibilities
- 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
- Must possess knowledge, understanding and experience processing capital assets

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.

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

- Utilize management, administrative and technical accounting skills and applies judgement in each area.
- Interprets applicable Authority policies and procedures as well as FASBs and GASBs.
- Decisions affecting important administrative and accounting procedures.
- Coordinate decisions affecting Finance and/or other Greater Orlando Aviation Authority (Aviation Authority) departments with the Finance Manager – Financial Reporting and Assistant Vice President of Finance.

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:

Gary Chiou
box SIGN 4PZ33Z2R-4P7XVZZR
Aug 5, 2024
Immediate Supervisor Date

Elsie Alfonso
box SIGN 1V7XJL5P-4P7XVZZR
Aug 16, 2024
Assistant Vice President, Finance Date

Marie Dennis
box SIGN 4K3W5KW4-4P7XVZZR
Aug 16, 2024
Deputy Chief Finance Officer Date

Kathleen M. Sharman, CFO
box SIGN 4KL67561-4P7XVZZR
Aug 20, 2024
Chief Financial Officer Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-4P7XVZZR
Aug 26, 2024
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

Chief Accountant, General Ledger

Department: Finance

Date: April 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	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:

Gary Chiou
box SIGN 4PZ33Z2R-4P7XVZZR
Aug 5, 2024
Immediate Supervisor Date

Elsie Alfonso
box SIGN 1V7XJL5P-4P7XVZZR
Aug 16, 2024
Assistant Vice President, Finance Date

Marie Dennis
box SIGN 4K3W5KW4-4P7XVZZR
Aug 16, 2024
Deputy Chief Finance Officer Date

Natalia Londono
box SIGN 4Z79XV2Z-4P7XVZZR
Sep 11, 2024
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Chief Administrative Officer

Department: Executive Administration

Date: October 28, 2020

Title of Immediate Supervisor: Chief Executive Officer

Pay Level: E3

POSITION SUMMARY: Represent GOAA's interest and provide guidance and advice to the Chief Executive Officer (CEO), Directors and internal departments on a wide variety of administrative matters related to all aspects of GOAA. Responsible for the overall activities of Concessions, Small Business Development, Public Records, and Title VI functions of the Greater Orlando Aviation Authority (GOAA). Assist the CEO in achieving strategic development of the Airport by directing administrative objectives and administrative controls, policies and procedures resulting in the efficient and effective accomplishment of strategic and tactical objectives.

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 overall activities of Concessions, Small Business Development, Public Records, and Title VI functions of GOAA. Develop and implement goals for assigned areas that result in the efficient and effective accomplishment of strategic and tactical objectives.
- Direct the development of concession plans beneficial to GOAA based on demand and capacity analysis in order to provide customers with continued access to a variety of desirable brands and alternatives that drive sales and increase revenues.
- Monitor the Public Records function and serve as the Aviation Authority Records Custodian. Oversee the administration of related policies, i.e., Policy Section 140.33, Retention and Disposition of Public Records and Policy Section 140.031, Copying of Authority Public Records. Review and authorize the destruction of Aviation Authority records.
- Oversee the development and administration of GOAA's Small Business programs to provide maximum opportunities for contract participations with women and minority owned business. Monitor all phases of Small Business program development to determine compliance with GOAA's requirements and appropriate federal, state, and local statutes.
- Provide approval for form and legality of all contracts and agreements regarding concessions, vendors, and similar documents confirming legal sufficiency in accordance with Federal, State and local laws, ordinances, rules and regulations in coordination with the Aviation Authority's General Counsel.
- Verify that contracts, leases and agreements clearly define the interests of all parties involved including the consistent and accurate outline of tenant obligations, concession performance standards and small business goals and expectations that reflect the current regulatory environment.
- Manage the process and compliance of CFR 42 U.S.C. Title VI.
- Manage the development and oversight of the budget for assigned areas.
- Provide guidance, advice and legal analysis to the Director of Small Business Development, Manager of Concessions, Director of Maintenance (with respect to the Florida Department of Transportation System Safety Program Plan for Automated People Movers (APM)) and the Records Management Specialist with the supervision, direction and coordination of the General Counsel.
- Evaluate policies, in light of changing Aviation Authority needs and regulatory compliance. Recommend new policies or recommend modifications to existing policies as necessary.
- Prepare and present items to Aviation Authority Committees and the Board as required.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Juris Doctor Degree from an accredited school of law, admission to the Bar of the State of Florida and ten (10) years experience in managing governmental or administrative programs, or an equivalent combination of education, training and experience. Experience supervising and directing professional level employees required.

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
- Demonstrated in-depth knowledge of area(s) of assignment, such as airport concession, ACDBE programs, airport governmental activities, public records, etc.
- Demonstrated skill in developing and implementing complex initiatives
- Excellent oral and written communication skills, including demonstrated interpersonal skills and a high degree of professionalism
- Demonstrated leadership skills and effective management style
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations
- Ability to interpret and compile statistical data, prepare detailed reports, analyze legal and financial documents
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Analytical and strong contract and negotiation skills
- Intermediate computer skills in Microsoft Office programs
- Project Management Skills
- Strong organizational skills and attention to detail
- Excellent composition and grammar skills
- Efficient and effective time management skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees; indirectly 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)*

- High degree of independence and authority, with minimal supervision, extensive latitude in initiative, judgment and authority
- Independent decisions and recommendations based on industry and professional standards
- Assessment in the degree of risk
- Judgment exercised in negotiations, contract development, and other 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:

11-16-2020

Immediate Supervisor/CEO Date

Harry E Baird 12-9-2020

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

Chief Administrative Officer

Department: Executive Administration

Date: October 28, 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		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:

11-16-2020

Immediate Supervisor/CEO — Date

11/16/2020

Human Resources - Compensation — Date

Chief Commercial Officer

Department: Executive Administration Date : September 29 2025

Immediate Supervisor: Chief Executive Officer Pay Level: E3

POSITION SUMMARY : Represent Greater Orlando Aviation Authority's (GOAA) interest and provide guidance and advice to the Chief Executive Officer (CEO), Officers and internal departments on a wide variety of matters related to aeronautical and non-aeronautical business development. Responsible for the overall activities related to the oversight and execution of Air Service Development, Airline Relations, Cargo Development, Marketing and Real Estate Development. Direct the GOAA's efforts to raise Orlando International Airport's (MCO) global profile through air service, cargo and business development.

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 concepts and implement solutions that increase domestic and international scheduled and charter passenger flights and passengers to MCO.
- Oversee the development of MCO's air service presentation to include Central Florida community updates and developments.
- Oversee the development and implementation of a long-range cargo master plan for the GOAA. Direct forecasting, and identify, prepare and implement development plans to provide required facilities and services for cargo and support activities.
- Oversee cargo air carriers and maintain contact with current and potential cargo customers as well as other GOAA departments relating to the cargo product.
- Oversee the development of marketing proposals to new/established foreign flag and United States scheduled/ charter air carriers, tour operators, retailers and wholesalers to acquire new/expanded air service to MCO.
- Monitor air bilateral negotiations and interface with International Aviation Consultant as needed.
- Develop measurable goals to drive economic development for each segment of revenue-producing divisions within the airport.
- Lead airport wide efforts in evaluating the full economic development potential and financial value of airport real estate holdings and to communicate the potential use and value of these properties to the GOAA's Executive Staff, Committees and Board, while serving as both an internal resource and driving force for the development of these properties.
- Responsible for new business development and analysis as well as maintaining excellent ongoing business and properties management practices.
- Responsible for increasing airline and non-airline revenues. Support business development efforts and the needs of other elements of the airport organization.
- Provide leadership, strategic direction, and functional expertise in the commercial development and leasing of properties at MCO and Orlando Executive Airport (ORL).

- Coordinate closely with strategic planning staff to evaluate, identify, and prepare for development properties with near and medium-term potential to boost financial returns and demonstrate commitment to community economic development.
- Oversee the development and oversight of the budget for assigned areas.
- Evaluate market opportunities/trends.
- Develop and manage passenger and business development advertising programs.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Ensure processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor Degree in a related field and ten (10) years related experience to include but not limited to airport/airline management, economic development and tourism, or an equivalent combination of education, training and experience. Familiar with airport/airline organization. Cargo development experience required. Experience supervising and directing professional level employees required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Understanding of the aviation/airline industry
- Extensive knowledge of tourism industry
- Knowledge of the commercial development real estate industry, including finance principles and the ability to apply these principles in analyzing business proposals
- Knowledge of real estate concepts, commercial development projects at airports including planning, project definition, airline/airport operations, and property management
- 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
- Proven ability to pursue outreach and develop relationships in the community and region to promote the Aviation GOAA's community value and partnerships
- Knowledge of a foreign language(s) desirable
- Ability to travel frequently, nationally and internationally
- Demonstrated skill in developing and implementing complex initiatives
- Excellent oral and written communication skills, including demonstrated interpersonal skills and a high degree of professionalism
- Demonstrated leadership skills and effective management style
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations
- Ability to interpret and compile statistical data, prepare detailed reports, analyze legal and financial documents
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects.
- Analytical and strong contract and negotiation skills
- Skilled in developing market analysis to assess prospective new development

- Intermediate computer skills in Microsoft Office programs
- Strong organizational skills and attention to detail

LICENSES/ CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- A.A.E, CM desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five (5) employees; indirectly supervises a staff of approximately thirteen (13) employees

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

- High degree of independence and authority, with minimal supervision, extensive latitude in initiative, judgment and authority
- Independent decisions and recommendations based on industry and professional standards
- Assessment in the degree of risk
- Judgment exercised in negotiations, contract development, and other 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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Immediate Supervisor/CEO	Date	Chief Administrative Officer	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Manager Hours: 48

Shift Premium: N/A

Rotating Shift: N/A

Chief Commercial Officer

Department: Executive Administration 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						
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/CEO Date

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Chief Creative Officer

Department: Executive Administration

Date: January 20, 2023

Title of Immediate Supervisor: Chief Executive Officer

Pay Level: E3

POSITION SUMMARY: Responsible for the overall activities of the Innovation, Information Technology and Customer Experience functions of the Greater Orlando Aviation Authority (GOAA). Lead the entire creative team of GOAA by proposing design ideas and setting the overall creative direction that best aligns with GOAA's business objectives. Effectively translate design concepts to executive creative VPs in order to be executed by the creative teams. Assist the CEO in achieving strategic creative and innovative development of GOAA by creating short and long term goals for the creative team to achieve.

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 overall creative direction of GOAA, and leveraging the resources of the Innovation, Information Technology and Customer Experience functions to support the objectives of GOAA. Develop and implement goals for assigned areas that result in the creative, innovative, efficient and effective accomplishment of strategic and tactical objectives.
- Oversee the development and administration of the Innovation, Information Technology and Customer Experience programs in accordance to GOAA's Board of Directors vision.
- Lead team to enhance the innovative and creative potentials of the overall GOAA.
- Identify creative innovative trends and business opportunities to expand the organizations long term goal.
- Select and implement suitable innovative solutions to streamline all GOAA's internal operations and optimize their strategic benefits.
- Plan the implementation of new systems and provide guidance to Innovative, IT, and Customer Experience professionals and other GOAA staff within the organization to follow the example led by the incumbent.
- Design and customize technological systems and platforms to improve customer experience
- Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance. Approve purchases of technological equipment and software and establish partnerships with IT providers.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Analyze the costs, value and risks of information technology to advise management and suggest actions.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in strategy, leadership, transportation, computer science, business or management related fields and ten (10) years' of progressive experience in managing creative teams/customer experience operations/IT solutions, or an equivalent combination of education, training and experience. Experience supervising and directing professional level employees required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- A strong working knowledge of project management, design and brand development
- The ability to translate ideas into actionable projects
- Self-motivated and innovative

- Inherent creativity, with a unique approach to persistent problems, adding value to existing products and deriving positives from negatives
- Demonstrated ability to take charge of any situation, exerting a vision and encouraging others to support that vision
- Demonstrated in-depth knowledge of area(s) of assignment, such as innovation development, customer service programs, information technology, etc.
- Adoptive thinking and a strong critical mindset.
- Demonstrated skill in developing and implementing complex initiatives
- Background in design/developing IT systems and planning IT implementation
- Solid understanding of customer service, budgeting and business operations
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations
- Strong business acumen and presentation skills
- Intermediate computer skills in Microsoft Office programs
- Project Management Skills
- Strong organizational skills and attention to detail
- Superior analytical and problem solving capabilities
- A strong strategic and business mindset
- Excellent organizational and leadership skills
- Outstanding communication and interpersonal abilities

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees; indirectly supervises a staff of approximately one hundred and one (101) 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 and authority, with minimal supervision, extensive latitude in initiative, judgment and authority
- Independent decisions and recommendations based on industry and professional standards
- Assessment in the degree of risk
- Judgment exercised in negotiations, contract development, and other 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:

4/12/23

Immediate Supervisor/CEO Date

4/17/23

Vice President, Human Resources Date

FLSA: Exempt

Shift Premium: N/A

EEO Category: Officials and Administrators

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Chief Creative Officer

Department: Executive Administration

Date: January 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				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:

4/12/23

Immediate Supervisor — Date

4/17/23

Human Resources – Compensation — Date

Chief Development Officer

Department: Executive Officer   Date : September 29, 2025

Immediate Supervisor: Chief Executive Officer   Pay Level : E3

POSITION SUMMARY : Drives the development and execution of business plans and strategic programs at the Greater Orlando Aviation Authority including planning, design, construction, noise-abatement and continuous-improvement initiatives, while ensuring full compliance with FAA, CBP, environmental and other regulatory requirements. This role owns all compliance reporting, multi-million-dollar budgets and contracts; spearheads cost-savings measures; and fosters an ethical, customer-focused culture. As the department's ambassador, the Chief Executive Officer builds strong partnerships with airlines, tenants, federal agencies and local communities; develops and mentors a high-performing team; and translates complex operational strategies into clear, measurable outcomes.

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 and implementation of programs to meet the goals and objectives of the Greater Orlando Aviation Authority. Develop business plan and establish priorities. Recognize, analyze and assess areas of concern, and review proposed solutions provided by the Greater Orlando Aviation Authority team.
- Oversee all required regulatory reporting for the department.
- Coordinate with Federal Aviation Administration (FAA) and other regulatory agencies as assigned.
- Actively lead and support the areas of Planning, Design, Construction, Executive Program Management, Project Management Office and Environment.
- 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.
- 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.
- 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's degree in Engineering, Architecture, Construction Management 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 Aviation capital development program areas and emergency response operations required.

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
- Executive management and leadership skills
- Strong contract and negotiation skills
- Experience with aviation capita development programs.
- Knowledge of applicable regulations including but not limited to: Federal Aviation Administration (FAA) requirements including noise and Florida Department of Transportation 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 six (6); oversight responsibility for several departments with approximately forty (40) employees

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might exercise independence 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.
- Independent decisions and recommendations based on industry and professional standards

- Decision to engage 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
- Create, design, appraise, analyze, interpret, negotiate and evaluate on a regular basis

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/CEO	Date	Chief Administrative Officer	Date

FLSA: Exempt
Shift Premium: N/A
EEO Category: Officials and Administrators
Rotating Shift: N/A
Manager Hours: 48

Chief Development Officer

Department: Executive Administration 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			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	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

Allison Duncan
box SIGN 19YY2YPV-42RVXZZ9
Sep 29, 2025

Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Chief Executive Officer

Department: Executive Administration
Date: August 26, 2021

Title of Immediate Supervisor: Aviation Authority Board
Pay Level: E4

POSITION SUMMARY: Serve as the Chief Executive Officer (CEO) of the Greater Orlando Aviation Authority (GOAA) and under the general administrative direction of the Aviation Authority Board, the CEO is responsible for the implementation of Board policies, and directs the operation, management, and promotion of all activities with which the Aviation Authority is charged under the provisions of its enabling legislation.

DUTIES AND RESPONSIBILITIES AS STATED IN POLICY 110.01 - CHIEF EXECUTIVE OFFICER (ORGANIZATION):

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:

- Direct the operation of all airports and projects under the jurisdiction of the Aviation Authority, plan facilities and services to meet the community's aviation needs.
- Recommend specific goals and objectives to the Aviation Authority Board.
- Collects and evaluates data pertaining to:
    - Population trends and movement of population centers,
    - Airline needs,
    - General aviation needs,
    - Other transportation media,
    - All applicable regulations and laws,
    - Technological advances,
    - Community needs,
    - Needs and plans of other agencies and authorities.
- Develop plans for airport expansion, improvement, and additions.
- Direct the operation of airports through staff.
- Perform any and all other specific functions reasonably related to the activities of the Authority that is requested by the Authority Board.

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Chief Financial Officer

Department: Finance

Date: August 26, 2021

Title of Immediate Supervisor: Chief Executive Officer

Pay Level: E3

POSITION SUMMARY: Provide executive-level financial leadership functions for the Greater Orlando Aviation Authority (GOAA). Oversee the development and administration of the Finance and Purchasing/Material Control goals, objectives and strategies.

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 and implementation of financial goals, objectives and strategies.
- Negotiate complex financial arrangements with other entities.
- Present annual and supplemental budgets for consideration by Chief Executive Officer and the Authority Board.
- Oversee the activities relating to designated procurements and contracts, pursuant to Authority policies and applicable state and federal laws.
- Verify that ethical and best practice purchasing activities are understood and used, and that department records management complies with Authority policy and procedure and state statutes.
- Manage the purchasing contract review process is actively managed and properly maintained to protect the Authority's interests and rights under each contract and in accordance with applicable laws and Authority policy; confirm contracts are administered in the best interest of the Authority.
- Oversee the timely and accurate development of budgets, financial reports, and models that will assist the CEO, Aviation Board, and other senior managers in making informed program strategy, resource allocation, and investment decisions.
- Review and manage (and establish as needed) internal systems, controls, processes, and procedures to ensure the integrity, accuracy, compliance, and usefulness of financial information and reporting.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or Business Administration with emphasis on public finance, economics, and accounting and ten (10) years progressively responsible experience to include governmental accounting, financial reporting and supervision of employees, or an equivalent combination of education, training and experience. Master degree in Business Administration or Accounting preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Executive management and leadership skills
- Excellent public relations skills to act as an ambassador for the Greater Orlando Aviation Authority
- Current knowledge of Generally Accepted Accounting Principles (GAAP), Governmental Accounting Standards Board (GASB) pronouncements, and financial reporting practices for enterprise fund accounting.
- Demonstrated skills in interpreting complex contracts and financings, negotiations, and implementation of financial applications software.
- Demonstrated skill in analyzing, developing and implementing complex operational initiatives

- Able to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents
- Excellent oral and written communication skills in English; multi-lingual skills a plus
- Excellent interpersonal and teamwork skills
- Demonstrated ability to understand, critique, negotiate, market and manage contracts and policies
- Computer skills and knowledge of business software applications
- Ability to effectively lead and/or participate as a member of GOAA Committees
- 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
- Certified Public Accountant (CPA)

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3); indirectly supervises a staff of approximately forty two (42)

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 authority, with minimal supervision, extensive latitude in initiative judgment and authority
- Independent decisions and recommendations based on industry and professional standards
- Decision to engage outside contractors for specific assignments
- Procedural changes, which affect the Aviation Authority
- Create, design, appraise, analyze, interpret, negotiate and evaluate on a regular basis

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:

9-2-2021
Immediate Supervisor/CEO   Date

9-3-2021
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

Chief Financial Officer

Department: Finance

Date: August 26, 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		3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

9-2-2021

Immediate Supervisor/CEO Date

9/3/2021

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Chief of External Affairs

Department: Executive Administration | Date: May 30, 2023

Title of Immediate Supervisor: Chief Executive Officer | Pay Level: E3

POSITION SUMMARY: Represent GOAA's interest and provide guidance and advice to the Chief Executive Officer (CEO), Aviation Authority leadership and internal departments on a wide variety of matters related to Public Affairs, Governmental Affairs and Board Services work for the Aviation Authority.

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 coordinating and directing of the day-today administrative operations of the CEO's external operations team. .
- Direct external communications staff and confirm the execution of goals and objectives as identified by the CEO.
- Oversee the preparation of the Executive Administration operating budget.
- Coordinate with Board Services staff the Aviation Authority Board agenda process and Board member communications.
- Review organizational and staffing plans to make certain that they are consistent with designated objectives.
- Directs the preparation of news releases and media interviews on behalf of the CEO.
- Assigns, directs and supervises the implementation of designated special projects as directed by the CEO.
- Administers and reviews the preparation of stakeholder correspondence; confirms appropriate staff members are assigned to calendared community events.
- Recommend modifications to Executive Administration Office procedures, as necessary.
- Serves as a liaison to the CEO and Executive Administration Office on numerous special projects and Aviation Authority operational issues.
- Assist the CEO with communications to all Aviation Authority departments, as necessary.
- 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's Degree in Business, Public Administration or a related field, and fifteen (15) years related experience to include progressive executive management level of a governmental agency, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Thorough knowledge of the principles of general management, public and business administration and their application to governmental administration
- Thorough knowledge of public relations' principles and techniques
- Ability to exercise judgment and discretion in devising, installing and interpreting Aviation Authority rules, regulations, policies or procedures

- 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
- Ability to implement administrative programs and procedures and to evaluate their effectiveness
- Demonstrated skill in developing and implementing complex initiatives
- Excellent oral and written communication skills, including demonstrated interpersonal skills and a high degree of professionalism
- Demonstrated leadership skills and effective management style
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Intermediate computer skills in Microsoft Office programs
- Strong organizational skills and attention to detail

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- A.A.E, CM desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees; indirectly supervises a staff of approximately ten (10) employees.

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

- Exercise a very high level of independent judgment and decision-making in the direction of management and executive level staff; in managing the achievement of strategic goals; and in the execution of assignments on behalf of the CEO.

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:

6/1/23

Immediate Supervisor/CEO Date

6/5/23

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

Chief of External Affairs

Department: Executive Administration

Date: May 30, 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

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: 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:

6/1/23
Immediate Supervisor/CEO Date

6/2/23
Human Resources - Compensation Date

Commercial Properties Administrator (Airline)

Department: Commercial Properties | Date: December 14, 2021

Title of Immediate Supervisor: Senior Commercial Properties Administrator | Pay Level: L23

POSITION SUMMARY: Responsible for the administration and management of a portfolio of tenant use and lease agreements and permits. Draft leases, airline and other agreements at the direction of management. Administer and confirm compliance with the terms and conditions of the Agreements. Serve as project coordinator and Authority's liaison with customers to understand, evaluate, present and track tenant issues and projects. Provide real estate and financial analytical support, to management staff. Represent the Authority in assigned matters pertaining to Greater Orlando Aviation Authority (GOAA) 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:*

- Prepare and process draft lease documents and amendments to agreements and forward for management and legal counsel review. Coordinate the execution of agreements, and distribute executed agreements. Interface with other Authority departments to confirm the Authority's interests are represented in matters such as planning, construction, environmental issues, financial risks, security issues, utilities and other lease compliance issues as appropriate. Prepare and process form agreements, amendments and annual renewals.
- May draft board and committee memos, presentations and other business proposals as required by management. Maintain a portfolio of leases in the lease management system and verify accurate and timely update of all lease amendments, term revisions, rate adjustments, premises modifications and other key terms and conditions.
- Responsible for contractual issues with leasing of terminal airport properties for airlines and airline service providers currently serving or proposing service to Orlando International Airport.
- Responsible for the maintenance, coordination, publication and distribution of the monthly Airline Providing Services report.
- Assist in the coordination and maintenance of the Airline Business page and mobile app, and all related documents and exhibits.
- Meet or correspond with existing and potential customers to determine needs, prepare space and operating estimates as needed.
- Create and coordinate updates to exhibits to the participant Lease and Use Agreements and other non-terminal complex leaseholds. Prepare estimates, scenarios, proposals, business and statistical analysis as needed by management to support airline and commercial tenant negotiations. Work with the Finance Department to confirm revenues are apportioned accurately in accordance to the lease documents.
- Assist with the maintenance and population of the Space Management System database and coordination of modifications to base drawing with CADD support personnel. Assist in the coordination with Planning, Engineering, and Construction to initiate terminal capital improvement projects. Conduct field verification as needed.
- Track critical dates for follow up on leases, lease renewals, premises relocations and changes, terminations and various lease amendments. Work closely with the Finance department to verify and confirm tenant billing. Assist Finance in collections.
- Travel between Orlando International Airport and Orlando Executive Airport for meetings, tenant issues, site visits and other related duties listed herein.
- Process tenant projects and signage requests, and present to DRC. Maintain compliance with design and graphic standards and uniformity with past and future issues.
- Compile and maintain statistical data essential to developing aviation and non-aviation tenant development projects to include establishment of rates and charges, minimum annual privilege fees, project costs, and financial

proformas. Provide revenue forecasts and coordinate the department's revenue budget annually with the Finance Department.

- May assist in the development of bid documents and Request For Proposals (RFP) for the use, lease and development of land and facilities; coordinate the solicitation, bid review, recommendation to procurement committee and to Authority Board for award to successful bidder.
- 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 confirm the 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.
- Organize and maintain the physical and electronic contract files in compliance with the Authority's Lease Management Policy and departmental procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business, Management, Real Estate, Finance, Public Administration, or in a directly related field and four (4) years' experience related to commercial lease management and/or contract administration experience or an equivalent combination of related training, education and experience. Airline/Airport operational management experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Considerable knowledge of principles, practices, techniques, and methodologies of commercial real estate and public administration
- Working knowledge and experience in maintaining contract files and enforcing contract provisions
- Ability to read, interpret and draft agreements, leases, licenses and permits
- Basic understanding of construction blueprints, schematics, drawings and architectural renderings
- Excellent interpersonal skills, verbal and written communication and public presentation skills and be able to effectively interact with technical and non-technical personnel
- Demonstrated analysis and problem resolution skills
- Intermediate computer and Microsoft Office programs to perform contract, financial and general business analysis; prepare documents, exhibits and presentations resulting from analysis preformed
- Considerable knowledge of principles, practices, techniques, and methodologies of real estate business, public administration
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Authority in a professional manner
- Knowledge of Oracle or similar accounting software and PROPworks or similar lease management system

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 and general direction, exercising a high level of independent judgement and discretion regarding tenant compliance with agreement terms and financial requirements. Must be able to meet deadlines, create ad-hoc reports for management
- Interprets and applies contracts, policies, laws
- Frequent day to day customer contacts in which Authority's policies and procedures must be consistently and accurately represented. Required to provide 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:

	1/10/2022	Byron Hoff	4/28/22
Immediate Supervisor	Date	Department Manager	Date
	1/10/22	Kathy Bond	1-19-2022
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

Commercial Properties Administrator (Airline)

Department: Commercial Properties

Date: December 14, 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					N/A	1
51+ lbs					N/A	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:

1/10/2022

Immediate Supervisor — Date

1/10/22

Department Director — Date

1/14/2022

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Commercial Properties Administrator (General Aviation)

Department: Commercial Properties | Date: December 13, 2021

Title of Immediate Supervisor: Manager, Commercial Development (Airline) | Pay Level: L23

POSITION SUMMARY: Responsible for the administration and management of a portfolio of tenant use and lease agreements and permits. Draft leases, airline and other agreements at the direction of management. Administer and confirm compliance with the terms and conditions of the Agreements. Serve as project coordinator and Authority's liaison with customers to understand, evaluate, present and track tenant issues and projects. Provide real estate and financial analytical support, to management staff. Represent the Authority in assigned matters pertaining to Greater Orlando Aviation Authority (GOAA) properties, generally but not limited to General Aviation related 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:*

- Prepare and process draft lease documents and amendments to agreements and forward for management and legal counsel review. Coordinate the execution of agreements, and distribute executed agreements. Interface with other Authority departments to confirm the Authority's interests are represented in matters such as planning, construction, environmental issues, financial risks, security issues, utilities and other lease compliance issues as appropriate. Prepare and process form agreements, amendments and annual renewals.
- May draft board and committee memos, presentations and other business proposals as required by management. Maintain a portfolio of leases in the lease management system and verify accurate and timely update of all lease amendments, term revisions, rate adjustments, premises modifications and other key terms and conditions.
- Responsible for contractual issues with leasing of non-terminal airport properties for General Aviation, and non-aviation tenants at both airports, and service providers currently serving or proposing service.
- Travel between Orlando International Airport and Orlando Executive Airport for meetings, tenant issues, site visits and other related duties listed herein.
- May assist in the coordination, maintenance, and distribution of the Monthly Fuel Report.
- Meet or correspond with existing and potential customers to determine needs, provides support documentation as needed.
- Create and coordinate updates to exhibits to the Term Sheets, Lease and Use Agreements and Lease Amendments-for General Aviation related leaseholds. Prepare scenarios, proposals, business and statistical analysis as needed by management to General Aviation lease negotiations. Work with the Finance Department to confirm revenues are apportioned accurately in accordance to the lease documents.
- May assist with the maintenance and population of the Space Management System database and coordination of modifications to base drawing with CADD support personnel. May assist in the coordination with Planning, Engineering, and Construction to initiate General Aviation related capital improvement projects. Conduct field verification as needed.
- Track critical dates for follow up on leases, lease renewals, premises relocations and changes, terminations and various lease amendments. Work closely with the Finance department to verify and confirm tenant billing. Assist Finance in collections.
- May assist in the development of bid documents and Request For Proposals (RFP) for the use, lease and development of land and facilities; coordinate the solicitation, bid review, recommendation to procurement committee and to Authority Board for award to successful bidder.
- Process tenant projects and signage requests, and present to DRC. Maintain compliance with design and graphic standards and uniformity with past and future issues.

- Compile and maintain statistical data essential to developing aviation and non-aviation tenant development projects to include establishment of rates and charges, minimum annual privilege fees, project costs, and financial proformas. Provide revenue forecasts and coordinate the department's revenue budget annually with the Finance Department.
- Coordinate with Airport Management personnel on all operational activities to assure compliance with the permitted uses specified in lease agreements and confirm the property is in a condition that complies with the terms of leases. 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.
- Organize and maintain the physical and electronic contract files in compliance with the Authority's Lease Management Policy and departmental procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business, Management, Real Estate, Finance, Public Administration, or in a directly related field and four (4) years' experience related to commercial lease management and/or contract administration experience or an equivalent combination of related training, education and experience. General Aviation Airport operational management experience preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Considerable knowledge of principles, practices, techniques, and methodologies of commercial real estate and public administration
- Working knowledge and experience in maintaining contract files and enforcing contract provisions
- Ability to read, interpret and draft agreements, leases, licenses and permits
- Basic understanding of construction blueprints, schematics, drawings and architectural renderings
- Excellent interpersonal skills, verbal and written communication and public presentation skills and be able to effectively interact with technical and non-technical personnel
- Demonstrated analysis and problem resolution skills
- Intermediate computer and Microsoft Office skills to perform contract, financial and general business analysis; prepare documents, exhibits and presentations resulting from analysis preformed
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Authority in a professional manner
- Knowledge of Oracle or similar accounting software and PROPworks or similar lease management system

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 and general direction, exercising a high level of independent judgement and discretion regarding tenant compliance with agreement terms and financial requirements. Must be able to meet deadlines, create ad-hoc reports for management
- Interprets and applies contracts, policies, laws
- Frequent day to day customer contacts in which Authority's policies and procedures must be consistently and accurately represented. Required to provide 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:

Byron Hoffman 1/3/2022
Immediate Supervisor Date

1/10/22
Department Director Date

Kathy Bond 1-19-2022
Sr. Director, HR & Risk Management Date

KB

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Commercial Properties Administrator (General Aviation)

Department: Commercial Properties

Date: December 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) **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					N/A	1
51+ lbs					N/A	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:						

Byron Hoffman 1/3/2022

Immediate Supervisor Date

1/10/22

Department Director Date

1/14/2022

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Commercial Properties Administrator (Permits)

Department: Real Estate
Date: September 8, 2023
Title of Immediate Supervisor: Manager, Commercial Development
Pay Level: L23

POSITION SUMMARY: Responsible for the administration and management of a portfolio of tenant use and lease agreements and service provider permits. Draft leases, airline and other agreements at the direction of management. Administer and confirm compliance with the terms and conditions of the Agreements. Serve as project coordinator and Authority's liaison with customers to understand, evaluate, present and track tenant and service provider issues and projects. Provide real estate and financial analytical support to management staff. Represent the Authority in assigned matters pertaining to Greater Orlando Aviation Authority (GOAA) 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:*

- Prepare and process draft service provider permits, lease documents and amendments to agreements and forward for management and legal counsel review. Coordinate the execution of agreements, and distribute executed agreements. Interface with other Authority departments to confirm the Authority's interests are represented in matters such as planning, construction, environmental issues, financial risks, security issues, airport operations, utilities, and other lease compliance issues as appropriate. Prepare and process form agreements, amendments and annual renewals.
- May draft board and committee memos, presentations and other business proposals as required by management.
- Extract critical ~~lease~~ data from assigned agreements, enter and maintain accurate and timely contractual data in the PROPworks Property and Revenue Management system and other management databases.
- Calculate rates, fees and charges, set-up accounting billing rules, verify receipt of payment, insurance certificates, surety and bond requirements, and related required executed documentation.
- Collect, track, compile and analyze current and historical revenue data, budget revenue projections and reporting; provide financial and statistical spreadsheets and analysis of variances, trends and projections; run various system reports.
- Meet or correspond with existing and potential customers to determine needs and provide support documentation as needed.
- Responsible for administering and managing contractual issues with aeronautical/non-aeronautical service provider permits and other agreements
- Responsible for the maintenance, coordination and publication of the quarterly Service Provider list.
- Travel between Orlando International Airport and Orlando Executive Airport for meetings, tenant issues, site visits and other related duties listed herein.
- Travel for training and conferences as required.
- May assist with the maintenance and population of the Space Management System database and coordination of modifications to base drawing with CADD support personnel. May assist in the coordination with Planning, Engineering, and Construction to initiate capital improvement projects. Conduct field verification as needed.
- May assist in the development of bid documents and Request For Proposals (RFP) for the use, lease and development of land and facilities; coordinate the solicitation, and bid review. Convey recommendation to procurement committee and to Authority Board for award to successful bidder.
- Process tenant projects and signage requests, and present to consultants and committees as required. Maintain compliance with design and graphic standards and uniformity with past and future issues.
- 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.

- Organize and maintain the physical and electronic contract files in compliance with the Authority's Lease Management Policy and departmental procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business, Management, Real Estate, Finance, Public Administration, or in a directly related field and four (4) years' experience related to commercial lease management and/or contract administration experience or an equivalent combination of related training, education and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Considerable knowledge of principles, practices, techniques, and methodologies of commercial real estate and public administration
- Working knowledge and experience in maintaining contract files and enforcing contract provisions
- Ability to read, interpret and draft agreements, leases, licenses and permits
- Basic understanding of construction blueprints, schematics, drawings and architectural renderings
- Excellent interpersonal skills, verbal and written communication and public presentation skills and be able to effectively interact with technical and non-technical personnel
- Demonstrated analysis and problem resolution skills
- Intermediate computer and Microsoft Office skills to perform contract, financial and general business analysis; prepare documents, exhibits and presentations resulting from analysis preformed
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Authority in a professional manner
- Knowledge of Oracle or similar accounting software and PROPworks or similar lease management system

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 and general direction, exercising a high level of independent judgement and discretion regarding tenant compliance with agreement terms and financial requirements. Must be able to meet deadlines, create ad-hoc reports for management
- Interprets and applies contracts, policies, laws
- Frequent day to day customer contacts in which Authority's policies and procedures must be consistently and accurately represented. Required to provide 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:

Byron Hoffman box SIGN 1JZYR381-4ZQ7KRKZ	Sep 15, 2023	Jay Cassens box SIGN 4LWZ9VQ6-4ZQ7KRKZ	Sep 15, 2023
Immediate Supervisor/Manager	Date	Department Vice President	Date
Vicki Jaramillo box SIGN 4YRKR268-4ZQ7KRKZ	Sep 20, 2023	Randy Hudgins box SIGN 42KZV7VX-4ZQ7KRKZ	Sep 21, 2023
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

Commercial Properties Administrator (Permits)

Department: Real Estate

Date: September 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			2
Walking			X			2
Sitting		X				2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					N/A	1
51+ lbs					N/A	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:						

Byron Hoffman
box SIGN 1JZYR381-4ZQ7KRKZ

Sep 15, 2023

Immediate Supervisor/Manager Date

Jay Cassens
box SIGN 4LWZ9VQ6-4ZQ7KRKZ

Sep 15, 2023

Department Vice President Date

Cathlynn Vianna
box SIGN 1R6ZLY3Z-4ZQ7KRKZ

Sep 22, 2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Commercial Properties Administrator (Real Estate)

Department: Commercial Properties

Date: November 11, 2022

Title of Immediate Supervisor: Manager, Commercial Development (Real Estate)

Pay Level: L23

POSITION SUMMARY: Responsible for the administration and management of a portfolio of tenant use and lease agreements and permits. Draft leases, airline and other agreements at the direction of management. Administer and confirm compliance with the terms and conditions of the Agreements. Serve as project coordinator and Authority's liaison with customers to understand, evaluate, present and track tenant issues and projects. Provide real estate and financial analytical support, to management staff. Represent the Authority in assigned matters pertaining to Greater Orlando Aviation Authority (GOAA) properties, at Orlando International Airport (OIA) and Orlando Executive Airport (OEA).

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 process draft lease documents and amendments to agreements and forward for management and legal counsel review. Coordinate the execution of agreements, and distribute executed agreements. Interface with other Authority departments to confirm the Authority's interests are represented in matters such as planning, construction, environmental issues, financial risks, security issues, utilities and other lease compliance issues as appropriate. Prepare and process form agreements, amendments and annual renewals.
- May draft board and committee memos, presentations and other business proposals as required by management.
- Extract critical lease data from assigned agreements, enter and maintain accurate and timely contractual data in the PROP works Property and Revenue 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.
- Collect, track, compile and analyze current and historical revenue data, budget revenue projections and reporting; provide financial and statistical spreadsheets and analysis of variances, trends and projections; run various system reports.
- Assists with annual operating expense reconciliations, monitor audit windows and audit requirements contained in the agreement.
- Responsible for administering lease agreements for non-airline, non-terminal airport properties at both airports.
- Travel between Orlando International Airport and Orlando Executive Airport for meetings, tenant issues, site visits and other related duties listed herein.
- May assist with the maintenance and population of the Space Management System database and coordination of modifications to base drawing with CADD support personnel. May assist in the coordination with Planning, Engineering, and Construction to initiate capital improvement projects. Conduct field verification as needed.
- May assist in the development of bid documents and Request For Proposals (RFP) for the use, lease and development of land and facilities; coordinate the solicitation, and bid review. Convey recommendation to procurement committee and to Authority Board for award to successful bidder.
- Process tenant projects and signage requests, and present to consultants and committees as required. Maintain compliance with design and graphic standards and uniformity with past and future issues.
- 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.
- Organize and maintain the physical and electronic contract files in compliance with the Authority's Lease Management Policy and departmental procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business, Management, Real Estate, Finance, Public Administration, or in a directly related field and four (4) years' experience related to commercial lease management and/or contract administration experience or an equivalent combination of related training, education and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Considerable knowledge of principles, practices, techniques, and methodologies of commercial real estate and public administration
- Working knowledge and experience in maintaining contract files and enforcing contract provisions
- Ability to read, interpret and draft agreements, leases, licenses and permits
- Basic understanding of construction blueprints, schematics, drawings and architectural renderings
- Excellent interpersonal skills, verbal and written communication and public presentation skills and be able to effectively interact with technical and non-technical personnel
- Demonstrated analysis and problem resolution skills
- Intermediate computer and Microsoft Office skills to perform contract, financial and general business analysis; prepare documents, exhibits and presentations resulting from analysis preformed
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Authority in a professional manner
- Knowledge of Oracle or similar accounting software and PROP works or similar lease management system

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 and general direction, exercising a high level of independent judgement and discretion regarding tenant compliance with agreement terms and financial requirements. Must be able to meet deadlines, create ad-hoc reports for management
- Interprets and applies contracts, policies, laws
- Frequent day to day customer contacts in which Authority's policies and procedures must be consistently and accurately represented. Required to provide 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:

Susan M. Wrinn 1/4/23

Immediate Supervisor Date

1/4/23

Department Director Date

1/4/23

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

Commercial Properties Administrator (Real Estate)

Department: Commercial Properties

Date: November 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					N/A	1
51+ lbs					N/A	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:

Susan M. Wrinn 1/4/23

Immediate Supervisor Date

Angela [illegible] 1/6/23

Human Resources – Compensation Date

JOB DESCRIPTION

Job Title: Communications System Administrator — Date: November 9, 2015

Department: Information Technology — Grade/Level: Exempt; L25

Title of Immediate Supervisor: Assistant Manager, Unified Communications

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POSITION SUMMARY: Provide service and support to Communication Systems users including Authority staff and Shared Tenant Services program customers. Oversee user accounts and ensure continuing customer satisfaction by resolving problems, improving existing service, coordinating technical support in resolving customer issues, establishing new accounts and providing users with basic technical support and training. Support the performance, and availability of our Communication Systems to include Voice Services, Voice Messaging, Audio and Video Conferencing, Interactive Voice Response and Mobile Device 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.*

- Oversees the deployment and enhancement of telecommunications-related hardware and software services. Analyzes billing records produced by the airport's billing system to ensure accuracy and validation of charges being applied. Responsible for all financial accounting transactions associated with cost recovery and analysis. Analyzes telephone expenses for the airport based on actual and projected usage. Analyzes all PBX telephone database usage reports and balances them with the Facilities Management Billing System, and corrects inaccuracies. Compares cost of providing telecommunications services against the actual rates and charges invoiced to customers. Recommends rate and charge adjustments as necessary. Performs annual station reviews with customer to verify billing and correct any errors.
- Analyzes customer's present communications arrangements and develops / presents types of services that the customer should consider to meet their needs. Programs the telephone changes in the communications system requested by the customer to meet their needs. Programs Voice Mail services to provide customers with the desired service. Recommends and implements changes to maximize telecommunications system operation and minimize costs. Performs telecommunications consultation services to customers for each request submitted requiring substantive change in service. Advises customers on product features.
- Audits the PBX Network and Voice Mail databases to ensure users remain valid customers on the network. Administers the Authorization Code Program and issues and tracks those codes for usage and possible toll fraud.
- Studies material usage, identifies shortages and obsolete/excess stock, and analyzes equipment flow to the customer. Prepares and analyzes telecommunications statistics relating to the department's communications equipment and use. Recommends appropriate stock levels.
- Responsible for System Administrator functions associated with airport's communication systems to include but not limited to: voice service, voice messaging, Authorization Code System, Interactive Voice Response System and Mobile Device Management Server. Serves as the System Administrator for the airport's Call Pilot Voice Mail System, Cellular Blackberry and Goodlink Server. Runs backup and recovery operations.

RESPONSIBILITIES (continued):

- Must be accessible by cell phone for on-call and emergency call-back to provide necessary services on a rotating basis.
- Assists users with desktop applications. Trains customers in all aspects of the telephone system and equipment including Voice Mail. Attends telecommunications seminars and schools in order to keep abreast of growth and changes within the telecommunications industry.
- Troubleshoots network hardware and software problems. Addresses the complexities of network provisioning circuits and diagnosing telecommunications problems to their source. Analyzes trouble reports to define areas of recurring problems or irregularities. Creates and maintains historic data files for long-term comparison and analysis. Provide liaison between users and vendor(s) for transmission problems. Creates and maintains appropriate audit trails to effect efficient resolution to circuit problems/outages. Responsible for analysis, interpretation and processing of all telecommunications work order processing. Performs necessary functions related to the operation and maintenance of the cellular wireless network and serves as interface between the vendor and the customer. Captures and records all cable management information including Telephone Terminal board, cable pair and communications jack requirements. Documents maintenance problems.
- Performs other duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Computer Science, Telecommunications or a related field and a minimum of five (5) years of experience including experience in a large telephony environment. An equivalent combination of education, training and experience will be considered. Understanding of accounting practices desirable. Experience with VoIP and Unified Communications systems required. At least three (3) years experience with Airwatch or similar MDM system.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Skilled knowledge of video conferencing systems and their integration with unified communications systems
- Hands on experience with Avaya telephony products and technology
- Must have experience administering Apple iOS and Android mobile devices
- Practical working knowledge of VPFM, Solarwinds or similar monitoring platforms
- Working knowledge of Microsoft Office suite
- Excellent diagnostic and problem-solving skills
- Interpersonal skills to interface with users and staff
- Good oral and written communication skills
- Working knowledge of Windows and Linux server
- Must be able to work both standard and non-standard work schedules, including weekends

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 judgement and make decisions.)*

- Must be able to work independently
- Deals directly with customers in analyzing their telephone requirements and recommending solutions
- Must direct the activities of contractor personnel to ensure the work orders are processed properly and promptly
- Analyzes billing invoices for accuracy and makes adjustments as necessary
- Works with Finance Department to balances accounts (both payables and receivables)
- Make adjustments in inventory levels to meet customer needs

APPROVAL SIGNATURES:

Immediate Supervisor	11-11-15 Date
M L Callahan Manager	11-11-15 Date
J. Newsome Department Director	NOV 11 2015 Date
DES Kathy E Bond Director of Human Resources	11-16-15 Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title	Communications System Administrator	Date	November 9, 2015
Department	Information Technology	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		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 – Able to work both standard and non-standard work schedules, including weekends			X			3
Monitoring/Operating Vehicles or Equipment Type?	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Automobile			X			2
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:

11-11-15
Immediate Supervisor Date

J. Newsome
Department Director

NOV 1 1 2015
Date

Concessions Contract Administrator

Department: Concessions
Date: March 28, 2022

Title of Immediate Supervisor: Assistant Director / Sr. Concession Contract Administrator
Pay Level: L23

POSITION SUMMARY: Represent the Greater Orlando Aviation Authority (GOAA) in retail or food & beverage concession and other matters pertaining to the Concessions Department as assigned. Draft concession lease agreements, space use agreements, amendments, and provide business, financial and analytical support at the direction of management. Administer and maintain compliance with the terms and conditions of the concession agreements. Serve as GOAA's liaison with corporate and local tenant representatives.

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 a portfolio of concessions agreements requiring a diverse understanding of contractual language, tenant processes and procedures.
- Draft term sheets, concession agreements, amendments, space use agreements, licenses, permits and exhibits for the use and lease of retail properties and facilities at the airport.
- Draft formal business letters, memorandums, and presentations and present recommendations to management and committees as assigned.
- Work closely with management and legal counsel in the drafting and negotiation of various concession agreements and other legal documentation.
- Assist in the drafting and development of bid documents and request for proposals, solicitations, formulation and presentation of alternatives and recommendations to management and committees for approval.
- Assist Small Business Department with monitoring ACDBE compliance as needed.
- Manage tenant compliance with all lease terms and conditions and perform inspections of tenant facilities, as required.
- Track tenant sales and financial data. Coordinate with Finance Department to confirm compliance with financial requirements. Assist in preparation of data for annual revenue budget.
- Prepare summary of and evaluate tenant provided audits to ensure accuracy and compliance with the terms and conditions of the agreements.
- Enter and maintain key terms and conditions, including billing instructions, for each agreement into GOAA's property management software in a timely and accurate manner.
- Process requests for tenant improvement projects and tenant signage. Perform a preliminary review of schematic renderings, drawings and other associated documents and present recommendations to committees as assigned.
- Work closely with GOAA's General Consultant and Tenant Construction personnel to maintain compliance with tenant design standards and graphic standards.
- Assist tenants on matters requiring intervention by other GOAA Departments. Interface with various departments to evaluate a variety of issues, determine contractual requirements, access alternatives, facilitate agreement, make recommendations, obtain approvals, and expedite the resolution, including the mediation and resolution of a variety of contractual issues.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in aviation management, business, finance, or in a directly related field and four (4) years experience in lease management, or contract administration experience, or an equivalent combination of education, training and experience. Experience drafting agreements, commercial leases, and formal business letters preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Proficiency in Microsoft Office Suite or similar applications and property management software to perform business, financial and operational analysis, prepare and make presentations
- Knowledge and understanding of concessions and operations
- Must be able to interpret, define and communicate the legal requirements of concession documents
- 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
- Knowledge of standard space management practices and techniques to assist clients in developing space requirements; layouts, designs and timetables for build-out of space
- 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
- Demonstrated ability to plan, prioritize, organize, schedule and manage to completion multiple projects at the same time
- Ability to serve as the Authority's liaison and tenant advocate to resolve conflicting interests and ensure optimal solutions acceptable to all parties in a timely manner
- Must have the ability to work in a dynamic environment interacting regularly with corporate executives, local and federal officials
- Ability to physically visit all tenant areas
- 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
- Certified Property Manager or similar industry 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 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 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 Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

SP Jackson	5-18-22	Troy C. Harris	05.18.22
Immediate Supervisor	Date	Department Assistant Director	Date
Yasmine Reed	5-25-22	Kathy Bond	10-5-22
Chief Administrative 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

Concessions Contract Administrator

Department: Concessions

Date: March 28, 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	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:

Troy C. Harris 05.18.22

Immediate Supervisor/Assistant Director Date

Chief Administrative Officer Date

4/26/2022

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Concessions Contract Analyst

Department: Concessions | Date: November 2, 2018

Title of Immediate Supervisor: Manager, Concessions | Pay Level: L20

POSITION SUMMARY: Prepare standard form permit agreements, property space and use agreements and related legal documents. Calculate rates and charges, set-up billing rules and verify contract information. Enter agreements into the property lease management system, monitor and maintain agreements and compliance with relevant terms and conditions. Compile revenue and activity reports. Assist with general administrative support, program maintenance, policy preparation and procedural compliance.

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 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.
- Collect, track, compile and analyze current and historical monthly revenue data, budget revenue projections and reporting; provide financial and statistical spreadsheets and analysis of variances, trends and projections; run various system reports such as monthly rent roles, aged receivables, etc.
- Monitor permits for contract compliance and report concerns to management for resolution.
- Review monthly revenue and activity data and reports for accuracy, timeliness, completeness and consistency; communicate with customers to resolve reporting discrepancies and assist with collections as needed.
- Verify lease terms to prepare estoppel certificates and other lease disclosures.
- Compile monthly statistical data for revenue forecasting; issue related activity reports.
- Monitor, update and confirm compliance with insurance requirements for assigned agreements and permits; contact customers to resolve non-compliant issues or request updated certificates.
- Assist in maintaining the department's policies, procedures, business practices and data integrity in the property lease management system and other databases.
- Assist with general administrative support as needed; maintain current customer contact information database.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Management or related field and three (3) years' experience in lease and contract processing, dealing with tenants and customers, financial and accounting spreadsheets, revenue analysis and word processing skills, or an equivalent combination of education, training, and experience. Experience in a commercial real estate office preferred, Knowledge of property lease management software desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of commercial real estate industry practices
- Excellent written and oral communication skills.
- Strong time management and organizational skills
- Demonstrated advanced level of customer service skills and experience

- Intermediate to advanced skills with Microsoft Word, Excel, Access and PowerPoint
- Knowledge of Oracle or similar accounting/finance system
- Knowledge of PROPworks or similar property lease management system.
- Ability to communicate clearly in English required; multilingual abilities a plus

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 judgement and discretion
- Materials are prepared independently and requires judgment, attention to detail, and decision-making skills on technical issues before management review.
- Understand and apply the Authority's rates and charges structure. Ability to read and understand lease agreements.

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:

Tracy C. Harris 11.5.18
Immediate Supervisor Date

11/19/18
Senior Department Director Date

Kathy E Bond 11-29-18
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

Concessions Contract Analyst

Department: Concessions

Date: November 2, 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				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	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:

Tracy C. Harris — 11.5.18

Immediate Supervisor — Date

11/16/18

Senior Department Director — Date

Cathy [illegible] — 11/26/18

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Construction Financial Analyst

Department: Finance

Date: January 22, 2020

Title of Immediate Supervisor: Assistant Director, Finance

Pay Level: L23

POSITION SUMMARY: Provide analysis of the Authority's accounting transactions including but not limited to: variance analysis and fund balance analysis, interfund reconciliation and other monthly 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:*

- Prepare monthly fund balance analysis and reconcile to the trial balance using Excel and Discoverer reports using high level analytical skills when data issues arise.
- Preform monthly and other complex financial analyses including, but not limited to, interfund reconciliations, splits/transfers and mass allocation inter-fund reconciliations.
- Prepare monthly narrative of account fluctuations at the financial statement level for MCO and ORL financial statements.
- Prepare PFC quarterly report and reconcile to the general ledger. Run the data extract from Oracle and allocate the Commercial Paper and bond interest to the appropriate projects that are in progress. Reconcile the PFC's shown in Oracle to the approved PFC applications and amendments analyzing and correcting any discrepancies. Record the expenditures by project and request that the consultant provide updated project start and end dates. Coordinate with other Finance personnel to obtain the PFC revenues and interest earned. Confirm that the PFC quarterly is posted to the Authority's website and filed in a timely manner with the FAA.
- Update and maintain environmental spreadsheets and financial statement footnote on a quarterly basis. This requirement is to provide an overall understanding of the Authority's environmental compliance costs and should reconcile to the awards that were presented to Construction Committee for that quarter.
- Prepare month end and year end spreadsheets and footnotes, as assigned.
- Update reconciliation of the CFC schedule monthly.
- Clear interfunds monthly.
- Perform other duties as assigned.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or related and four (4) years of related accounting experience and utilizing computerized general ledger or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must be knowledgeable on Microsoft Office programs such as Word, Excel, Oracle or other financial applications software
- Demonstrated attention to detail
- Demonstrated organizational skills
- Excellent oral and written communication skills
- Strong general ledger skills
- Strong technical and accounting analytical skills
- Able to meet deadlines in a heavily deadline driven position

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant (CPA) 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 under limited supervision and general direction, high level of discretion and initiative is required
- Responsibility for 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
- Must be able to determine when additional follow-up or analysis is needed
- Must be able to handle a wide variety of tasks and responsibilities simultaneously and continuous projects efficiently including prioritizing of daily and monthly 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:

Elsie Alfonso 3.26.20
Immediate Supervisor Date

Marie Dennis 1/22/2020
Department Director Date

Tatum M. Shaw 1/22/2020
Chief Financial Officer Date

Kathy E Bond 6-19-2020
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

Construction Financial Analyst

Department: Finance

Date: January 22, 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		2
Walking					X	1
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
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

Elsie Alfonso 3.26.20

Immediate Supervisor Date

Marie Demmy 1/22/2020

Department Director Date

Cathey Vianna 3/27/20

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Contract Compliance Coordinator (Fleet)

Department: Maintenance | Date: October 26, 2023

Title of Immediate Supervisor: Assistant Manager, Contracts | Pay Level: L20

POSITION SUMMARY: Plan, monitor and evaluate service and supply contracts for fleet vehicles and other assets. Verify assigned contracts meet performance standards and specifications. Provide technical advice and assists in developing scope and bidding of new contracts. May serve as an Authority's Authorized Representative for 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 the Greater Orlando Aviation Authority's (GOAA) fleet vehicle and other assets contracts. Monitor the fuel program and systems. Maintain fuel levels at adequate levels at all times.
- Monitor and evaluate assigned contracts with emphasis on the levels and standards of service, responsiveness, schedules, frequency of service, productivity, quality control, and personnel utilization/staffing levels. Regularly monitors motor pool to verify required services are being completed efficiently and effectively. Report deficiencies to management as required.
- Assist in the development and implementation of procedures to meet the contractual requirements for the specified level set forth in the contract documents.
- Verifies preventive maintenance programs are implemented and effective. Contacts departments to verify they keep scheduled appointments, re-schedules missed preventive maintenance appointments.
- May serve as an Authority's Authorized Representative (AAR) for the performance of specified contracts and act as liaison with other GOAA departments.
- May perform inspections, initiate work orders, and verify appropriate repairs were completed.
- Program or invalidate fuel keys as needed, determine key status or why key did not work. Run fuel reports, run fuel tank level report, and order fuel in accordance with established procedures/levels.
- Maintain enforcement of contract specifications; monitor contractor compliance with MAXIMO or Fire House software program as appropriate.
- Provide technical assistance in developing scope, bidding, and awarding of assigned contracts. Use technical expertise to evaluate required repairs and recommend or authorize a plan of action that is the best/most cost effective option, and to verify the need for additional work.
- Perform periodic inspection of equipment and make recommendations regarding equipment to be refurbished, upgraded or replaced.
- Verify contractor pay requests for accuracy and compliance with contract terms.
- Monitor expenditures; verify work ordered is within approved budget limitations
- Input and track appropriate data; establish, maintain, generate, and distribute records and reports as required. Reports are maintained in a variety of databases, including Microsoft, Maximo, Firehouse, and Oracle.
- Remain current on all GOAA emergency response procedures and maintain proper response as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree or technical training in a related field and four (4) years experience in in quality assurance/compliance monitoring of multiple contracts/projects; or an equivalent combination of education, training and experience. Experience in fleet repair or fleet management preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic familiarity with Fleet Vehicle/Fuel System Maintenance and operations, and able to show basic understanding of operation of assigned contracts and the MAXIMO system within 6 months on the job.
- Must have good oral and written communications skills. Good interpersonal skills with the ability to function effectively in a diverse work place.
- Able to use GOAA handheld radio.
- Familiarity with airport terminal/airsides layout desirable
- Basic computer-use skills, with emphasis on introductory level use Microsoft Office programs.
- Ability to understand fuel computer system and demonstrate ability to re-program fuel keys within 6 months of assuming position.
- Basic knowledge of project scheduling, efficient time management, contract monitoring, and use of communication devices required.
- Able to drive on the AOA, with appropriate clearance/badging
- Demonstrated ability to read and understand complex contract specifications and blueprints
- Must be willing and able to work non-standard shifts as needed for testing and maintenance to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida commercial driver's license B required at time of hire or must be obtained within 90 days

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
- Exercise considerable judgment
- 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:

Thomas O'Day
box SIGN 4Q83ZP9X-4L2J6QJL
Oct 27, 2023
Department Manager Date

E. E.
box SIGN 1XVK8L8J-4L2J6QJL
Oct 27, 2023
Department Assistant Vice President Date

Gary Hunt
box SIGN 46KZ55Y1-4L2J6QJL
Oct 31, 2023
Department Vice President Date

box SIGN 159VPQK1-4L2J6QJL
Oct 31, 2023
Chief of Operations Date

box SIGN 4Q8XW3KX-4L2J6QJL
Nov 2, 2023
Chief Operating Officer Date

Randy Hudgins
box SIGN 42KZV7VX-4L2J6QJL
Nov 3, 2023
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

Contract Compliance Coordinator (Fleet)

Department: Maintenance

Date: October 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			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		3
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
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			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
2 Way Radio				X		2
Other						

SUPERVISOR COMMENTS:

Thomas O'Day

box SIGN 4Q83ZP9X-4L2J6QJL

Oct 27, 2023

Department Manager Date

Gary Hunt

box SIGN 46KZ55Y1-4L2J6QJL

Oct 31, 2023

Department Vice President Date

box SIGN 1R6ZLY3Z-4L2J6QJL

Nov 6, 2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Contract Compliance Coordinator – Landscaping, Roofing

Department: Maintenance
Date: March 16, 2018
Title of Immediate: Manager, Maintenance Contracts
Pay Level: L20

POSITION SUMMARY: Plan, monitor and evaluate service and supply contracts. Confirm assigned contracts meet performance standards and specifications. Provide technical advice and assist in developing scope and bidding of new contracts. Serve as Authority's Authorized Representative for 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 and standards of service, responsiveness, schedules, frequency of service, productivity, quality control, and personnel utilization/staffing levels. May require on-site/field monitoring to verify required services are being completed efficiently and effectively. Report deficiencies to management as required.
- 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.
- May perform inspections, initiate work orders, and verify appropriate repairs were completed.
- Attend construction coordination meetings as required.
- Review and analyze construction drawings and specifications to verify compliance with GOAA standards.
- Maintain enforcement of contract specifications.
- Provide technical assistance in developing scope, bidding, and awarding of assigned contracts. Use technical expertise to evaluate potential large/costly repairs to confirm plan of action is the best/most cost effective option, and to verify the need for additional work.
- Verify contractor pay requests for accuracy and compliance with contract terms. Recommend approval or deductions.
- Monitor expenditures; verify work ordered is within approved budget limitations
- Input and track appropriate data and generate related reports.
- Cross train in other sub-specialties of contract compliance as required.
- Remain current on all GOAA emergency response procedures and maintain the proper response as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in a related field and three (3) years experience in quality assurance/compliance monitoring of multiple contracts/projects; or an equivalent combination of education, training and experience. Depending on position, experience in field of expertise (roofing, landscaping, etc.) may be specified.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have good oral and written communications skills. Good interpersonal skills with the ability to function effectively in a diverse work place.
- Familiarity with airport terminal/airsides layout desirable
- Basic computer-use skills, with emphasis on introductory level use of database, spreadsheet, and word processing programs.
- Basic knowledge of project scheduling, efficient time management, contract monitoring, and use of communication devices required.
- Able to drive on the AOA, with appropriate clearance/badging
- Demonstrated ability to read and understand complex contract specifications and blueprints, and discuss with architects/engineers.
- Must be willing and able to work non-standard shifts as needed for testing and maintenance to accommodate airport operations
- Bilingual 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)*

- Works independently under general supervision
- Exercises considerable judgment
- 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:

3/19/18
Immediate Supervisor Date

3/20/18
Assistant Director Date

3-21-18
Department Director Date

Kathy E Bond 4-17-18
DSS
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

Contract Compliance Coordinator – Landscaping, Roofing

Department: Maintenance

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			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		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 (Landscaping)					X	2
Heights, Confined Areas (Roofing)				X		3
Excessive Noise					X	1
Must be willing and able to work non-standard shifts as needed for testing and maintenance 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
Communication Equipment			X			3

SUPERVISOR COMMENTS:

5/22/18
Immediate Supervisor Date

5-29-18
Department Director Date

5/29/18
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Contract Compliance Coordinator -
Life Safety

Date: December 2, 2016

Department: Maintenance

Grade/Level: Non Exempt; L20
Rotating Shifts: No
Shift Premium: No

Title of Immediate Supervisor: Assistant Manager, Life Safety

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POSITION SUMMARY: Plan, monitor and evaluate service and supply contracts, ensuring assigned contracts meet performance standards and specifications. Provide technical advice to assist in developing scope of work for new contracts. Serve as Authority's Authorized Representative for assigned contracts. Ensure Life Safety Systems are operational and meet manufacturer's standards and other applicable federal, state and local codes.

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 and evaluate assigned contracts with emphasis on the levels and standards of service, responsiveness, schedules, frequency of service, productivity, quality control, and personnel utilization/staffing levels. May require on-site/field monitoring to verify required services are being completed efficiently and effectively. Report deficiencies to management as required.
- 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.
- Review and analyze construction drawings and specifications to ensure compliance with GOAA standards and related life safety codes.
- Perform inspections, initiate work orders, and verify appropriate repairs were completed.
- Assist Life Safety Administrator in inspections of new construction, tenant upgrade projects, and fire protection systems operation and maintenance.
- Attend construction coordination meetings as required, serving as technical expert.
- Assist Administrator with plans for future replacements, upgrades, etc.
- Ensure enforcement of contract specifications.
- Provide technical 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. Recommend approval or deductions.
- Monitor expenditures; ensure work ordered is within approved budget limitations
- Input and track appropriate data and generate related reports.
- Cross train in other sub-specialties of contract compliance as required.
- Perform other related duties as assigned.

EDUCATION/EXPERIENCE:
Associate degree and three (3) years experience in life safety systems and services; or an equivalent combination of education, training and experience. Working knowledge of fire protection systems, service contracts and applicable NFPA Life Safety codes.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- In-depth knowledge of Fire Safety Systems to include fire alarm, fire sprinkler, fire suppression, fire doors, elevator/escalator, and all their required interfaces with ancillary equipment
- Ability to interpret and apply codes and standards on a regular basis
- Demonstrated ability to read and understand complex contract specifications, blueprints, wiring diagrams, and ability to discuss with architects/engineers
- Must stay current with all Life Safety codes and the requirements for testing and inspection of fire protection systems
- Remain current on all GOAA emergency response procedures and ensure proper response as required.
- Experience with project scheduling, efficient time management, contract monitoring, and use of two-way radios
- General computer skills, with emphasis on use of database, spreadsheet, and word processing programs. Experience with Oracle preferred.
- Must have good oral and written communications skills. Good interpersonal skills with the ability to function effectively in a diverse work place.
- Must be willing and able to work non-standard shifts as needed for testing and maintenance to accommodate airport operations
- Familiarity with airport terminal/airsides layout desirable
- Able to drive on the AOA, with appropriate clearance/badging

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.)*

- Works independently under general supervision
- Exercises considerable judgment
- Routine technical decisions/analysis

APPROVAL SIGNATURES:

12/4/16
Immediate Supervisor
Date

12/4/16
Manager
Date

12/5/16
Assistant Director
Date

12.5.16
Department Director
Date

DWS Kathy E Bond
12-13-16
Director of Human Resources
Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title	Contract Compliance Coordinator – Life Safety	Date	December 2, 2016
Department	Maintenance	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		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		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, etc.)				X		3
Radio/Telephone			X			3

Supervisor Comments:

Immediate Supervisor

12/4/16
Date

Department Director

12·5·16
Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Contract Specialist

Department: BHS/GSE Division

Date: July 11, 2018

Title of Immediate Supervisor: Manager, BHS/GSE Contracts

Pay Level: L20

POSITION SUMMARY: Responsible for the day-to-day monitoring and evaluation of maintenance, operations, and daily repair contracts. Verify all Baggage Handling Systems (BHS) and Ground Support Equipment (GSE) are maintained to the standards and specifications set forth in the respective contract documents. Serve as key representative for airport ground support and transportation equipment issues, providing direct hands on guidance, evaluation, and monitoring of contractor 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:*

- Monitor and evaluate maintenance, operation, and/or repair contracts with emphasis on the levels and standards of service, schedules, frequency of service, productivity, quality control and personnel utilization. Monitor contractors' staffing levels, responsiveness, and productivity; provide data to management for evaluation of contract compliance. Verify contract specifications are proactively enforced. Resolve disputes and solve issues at lowest level possible. Confirm safe work practices are followed
- Assist in the development and implementation of procedures to confirm contractors meet the requirements at the specified level set forth in the contract documents
- Perform on-site (field) monitoring of the Ground Support Equipment contract (and/or other contracts as assigned) to verify that preventive maintenance and repairs are performed and invoiced appropriately in accordance with contract requirements. Approve and request additional work and/or repairs and confirm that quality work is performed in a timely manner
- May serve as an Authority's Authorized Representative (AAR) for the performance of specified contracts; acts as liaison with other GOAA departments
- Perform facility maintenance/equipment inspections, initiate repair orders as required, and verify appropriate repairs have been completed. Provide technical expertise and evaluate proposed large/costly repairs to confirm the plan of action is the best/most cost effective option. May prepare and process Oracle requisitions for materials and parts
- Verify preventative maintenance programs are in accordance with, or exceed, original manufacturer requirements and they are effectively implemented
- Utilize predictive technologies such as thermal imaging to gain an understanding of machine condition and estimated lifespan
- Provide technical assistance in scope development and execution of additional work
- Available to work varying shifts and respond to call-backs related to monitoring contractor's project and construction related activities and in emergency situations
- Respond to and assist with baggage movement/coordination due to mechanical disruptions that impact baggage flow. Make sure contractor repair team is on point to return the system to operation in a safe, expeditious manner
- Perform other duties as assigned

MINIMUM QUALIFICATIONS:

Associate degree in a related field and three (3) years' experience related to repairing and/or evaluating the condition of mechanical and motorized equipment, or an equivalent combination of education, training and experience is required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to read, understand and enforce contract specifications and drawings on a performance based contract
- Must have good oral and written communications skills and attention to detail
- Ability to develop/oversee/guide a predictive maintenance/thermography program.
- Good interpersonal skills with the ability to function effectively in a diverse work place
- Demonstrated ability to exercise good independent judgment
- Knowledge and experience related to repairing and/or evaluating the condition of mechanical and motorized equipment
- Familiarity with airport BHS (i.e. Baggage Conveyor system and related equipment) and GSE (ground support equipment such as PBB, PCAir, GPU and Water Cabinets) preferred
- Familiarity with the Oracle financials system and a basic understanding of a Computerized Maintenance Management System (CMMS) desirable
- Basic computer-use skills, with emphasis on database, spreadsheet, and word processing programs
- Basic knowledge of project scheduling, efficient time management, contract monitoring, and use of communication devices required
- Ability to use hand and equipment applicable to trade
- Ability to interpret technical documents/plans to ensure compliance with Authority requirements.
- Must be willing and able to work non- standard shifts such as early mornings, late evenings, weekends, and holidays to accommodate airport operations

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

The following is required upon hire or must be obtained within 24 months:

- ITC Infrared Thermography Certification Level 2

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.
- Exercise considerable independence and discretion under general supervision
- 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:

	7/16/18		7/19/18
Immediate Supervisor	Date	Assistant Director	Date
MGriffin	JUL 19, 2018	Kathy Bond	7-24-18
Department Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt

EEO Category: Technicians

Shift Premium: Yes

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Contract Specialist

Department: BHS/GSE Division Date: July 11, 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		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			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
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather				X		2
Noxious Fumes		X				3
Chemicals					X	1
Insects					X	1
Heights, Confined Areas			X			3
Excessive Noise		X				3
Vicinity to moving equipment/machinery		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
Thermography Camera					X	3
Hand Tools			X			3

SUPERVISOR COMMENTS:

7/16/18

Immediate Supervisor Date

MGriffin Jul 19, 2018

Department Director Date

Cathy Viane 7/20/18

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Control Systems Analyst

Department: Information Technology

Date: April 19, 2021

Title of Immediate Supervisor: Assistant Manager, Control Systems

Pay Level: L28

POSITION SUMMARY: Provide expertise and skills to the Control Systems group in support of the Greater Orlando Aviation Authority's (GOAA) Control Systems applications such as Physical Access Management, Access Control (ACS), Badging Management Software, Video Systems (CCTV and Content Display Walls), Physical Security Information Management (PSIM) and Internet of Things (IoT) systems. Perform timely execution of the controls designs, programming and implementation of assigned systems and subsystems. Monitor and troubleshoot tasks to maintain effective and efficient system operation with minimal interruption.

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 participate in daily activities related to Control Systems applications such as, but not limited to: Physical Access Management, ACS, Badging Management, Video Systems (CCTV and Display Walls), PSIM, IoT Systems, and related analytics; resolve problems and change management issues.
- Participate in developing and implementing concepts and specifications for new control systems, and extensions of or improvements to current control systems.
- Perform software installations and upgrades. Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures. Configure solutions and produce reports related to various control system activities.
- Monitor and tune the system to achieve optimum performance levels. Maintain client/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Resolve connectivity issues between the servers, recorders, and cameras.
- Assist in providing specifications for control systems' software and software modifications and develop and document as appropriate to the circumstances.
- Review Control Systems documentation for sufficiency and technical accuracy.
- Participate in analyzing and resolving Control System's computing and communications problems. Coordinate with other departments and offices, contractors, etc. as necessary to achieve a successful outcome.
- Ability to add new cameras, encoders, configure network video recorders, and determine video storage and bandwidth requirements for the CCTV system.
- Review project drawings and obtain all facts necessary to perform review activities according to specifications.
- Review and become knowledgeable of the project schedule in order to meet required timetables.
- Maintain all documentation regarding projects including changes, additions, deletions, and as-builts.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in a related field and five (5) years' experience in an information technology role in a complex business and systems environment, or an equivalent combination of education, training, and experience. Experience with CCTV and Access Control Systems, technical alternatives and basic knowledge of emerging technologies is required. Experience with IP cameras and analog encoders is required. Experience with Geographic Information System (GIS), NICE CCTV, SAFE Badge Management, Situator (PSIM), and CCure ACS is desired.

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Control Systems Analyst

Department: Information Technology

Date: April 19, 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		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

Pete Pelletier 5/3/21

Department Director Date

5/6/2021

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Control Systems Analyst

Department: BHS/GSE Division

Date: August 23, 2018

Title of Immediate Supervisor: Assistant Director, Systems Operations

Pay Level: L28

POSITION SUMMARY: Provide controls engineering expertise and skills for the baggage sortation systems and assigned conveyor systems. Perform timely execution of the controls design, programming and implementation of assigned systems and subsystems at the Authority. Monitor and troubleshoot tasks to isolate technical/controls issues related to the Authority's ability to effectively and efficiently process baggage.

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 participate in daily activities related to baggage sortation systems and assigned conveyor systems; resolve problems and change management issues.
- Participate in developing and implementing concepts and specifications for new control systems, and extensions of or improvements to current control systems.
- Assist in providing specifications for control systems' software and software modifications and develop and document as appropriate to the circumstances.
- Schedule installations and upgrades and maintain them in accordance with established policies and procedures.
- Review control systems documentation for sufficiency and technical accuracy.
- Participate in analyzing and resolving baggage sortation and other control system's computing and communications problems. Coordinate with other departments and offices, contractors, etc. as necessary to achieve a successful outcome.
- Review project drawings and obtain all facts necessary to perform review activities according to specifications.
- Review and become knowledgeable of the project schedule in order to meet required timetables.
- Maintain all documentation regarding projects including changes, additions, deletions, and as-builts.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in a related field and five (5) years experience with baggage sortation system support or an equivalent combination of education, training, and experience. Detailed knowledge of PC and PLC hardware. Familiarity with various computer operating systems (Windows Desktop, Server, and Linux) and experience with Ladder Logic programming language. Familiarity with network communications (TCP/IP, UDP and RS232 serial protocols).

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must have excellent analytical skills related to the job functions and requirements
- 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.
- Demonstrated ability to provide proper advice and recommendations to managers and employees at all levels.
- Ability to work effectively in a stressful environment
- Must be able and willing to work both standard and non-standard work schedules, including nights and weekends.
- Display 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 complex technical issues is critical and required routinely on a daily basis.
- Direction is not normally frequent or detailed.

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:

8-27-18
Immediate Supervisor — Date

MAGriff — AUG 27, 2018
Department Director — Date

8-27-2018
Department Senior Director — Date

Kathy Bond — 9-11-18
Sr. Director, HR & Risk Management — Date

MAK 9/5/18

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Control Systems Analyst

Department: BHS/GSE Division

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

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: 0 – 20 lbs					X	3
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	1
Noxious Fumes				X		2
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		3

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:

8-27-18

Immediate Supervisor — Date

08.22.2018

Department Senior Director — Date

9/4/18

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Cost Control Specialist

Department: Information Technology

Date: June 10, 2019

Title of Immediate Supervisor: Assistant Director, Information Technology

Pay Level: L16

POSITION SUMMARY: Prepare and monitor Information Technology procurement processes from requisition through payment; initiate and/or coordinate the procurement process of hardware and software needs GOAA-wide. Monitor and report status of O&M, and Capital IT accounts; process requisitions for IT related products and services from other GOAA departments. Perform automated cost control functions relating to these accounts. Assist in the annual budget 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:*

- Utilize the current Oracle EBS system to manage the procurement processes from requisition through payment. Track requisitions throughout the workflow process. Validate and verify published purchase orders.
- Responsible for data entry and retrieval for automated cost control functions, including but not limited to: time and attendance, multi-departmental account monitoring and reporting for O&M, capital and project accounts.
- Responsible for the data entry of all procurement requisitions in the financial systems.
- Liaison with the Finance Accounts Payable team to process all IT invoices timely.
- Initiate and/or coordinate the procurement process for IT items with other departments; validate and verify invoices before releasing payments; process and track vendor receipts and invoices.
- Review financial transaction to ensure proper allocation and utilization of funds in compliance with relevant policies and procedures, including processes for construction and non-construction fund sources.Participate in preparation of the Information Technology budget, including research and assessment of prior and current fiscal year data.
- Responsible for the maintenance, storage, and destruction of department financial records, per applicable policies, regulations, and working in conjunction with designated Aviation Authority records management personnel
- Assist in the development and maintenance of management reports and graphs as required. Implement and maintain data repositories as appropriate and directed.
- Participate in the annual budgetary closeout process.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Business, Accounting or a related field and three (3) years of experience in administrative or project related work to include experience with budgets, tracking and retrieving data, invoice processes, and research, or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of Microsoft Office software (Word, Excel and Access); experience in Oracle or similar accounting system and automated timekeeping systems preferred.
- Demonstrate high degree of accuracy, numerical ability and attention to detail
- Excellent organizational skills, and ability to work independently
- Accounting and project management experience desirable

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

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:

6/20/2019
Immediate Supervisor — Date

J. Newsome 06.20.19
Chief Information Officer — Date

6-25-19
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

Cost Control Specialist

Department: Information Technology

Date: June 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		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		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Other						

SUPERVISOR COMMENTS:

6/20/2019
Immediate Supervisor — Date

J. Newsome 06.20.19
Chief Information Officer — Date

Cathy Viaene 6/20/19
Human Resources - Compensation — Date

JOB DESCRIPTION

Job Title: Cost Control Specialist

Date: July 31, 2015

Department: Operations Administration

Grade/Level: Non-Exempt; L16
Rotating Shift: No
Shift Premium: No

Title of Immediate Supervisor: Manager, Cost Control & Contracts

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POSITION SUMMARY: Prepares, monitors, and analyzes expenditure and capital budgets for assigned ~~departments. Coordinates the Operations department's procurement process in Oracle and ensures proper~~ allocation of funds. Reviews, tracks and assists with contract process, amendments, compliance and renewals.

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.*

- Prepare, monitor and analyze expenditure and capital budgets of Operations departments, update budgets and provide projections as requested. Ensure expenditures are within established budget, identify unbudgeted items.
- Coordinate 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
- Ensure contract invoices are correct and accurate before releasing for payment
- Review financial transactions to ensure proper allocation and utilization of funds in compliance with policies, procedures and contracts
- Assist in the tracking and review of contract renewals and amendments for timely execution. Review budgets to identify pricing changes.
- Review, track and/or assist with assigned department contract process, amendments, compliance and renewals
- Assist departments in preparing budget-related items for review and approval by Executive Director and/or Aviation Authority Board
- Performs other duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:
Associate degree with related accounting courses and two (2) years closely related work experience, or an equivalent combination of education, training, and experience.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Advanced skills in spreadsheet and word processing software, and knowledge of databases; experience in Oracle or similar accounting system preferred.
- Demonstrate high degree of accuracy and attention to detail
- Excellent organizational skills, and ability to work independently
- Good communication skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver license

SUPERVISORY RESPONSIBILITIE: *(Indicate number supervised)*

- None

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

- Considerable independence under general supervision
- Makes independent decisions following established guidelines/procedures

APPROVAL SIGNATURES:

Immediate Supervisor	08/03/2015 Date
Deputy Executive Director	08/03/2015 Date
Kathy Bond Director of Human Resources	8/25/15 Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Cost Control Specialist
Department Maintenance
Date July 31, 2015
Section 411

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	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		2
Kneeling, Crawling					X	2
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**
Transportation via department vehicle				X		1
General office equipment (computer, copier, fax, etc.)	X					3

Supervisor Comments:

Immediate Supervisor

08/03/2015
Date

Deputy Executive Director

08/03/2015
Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Custodial Contract Compliance Analyst

Department: Maintenance

Date: November 8, 2019

Title of Immediate Supervisor: Manager, Building Services

Pay Level: L21

POSITION SUMMARY: Conduct continuous analysis of airport wide custodial services contract components to verify compliance and accuracy of reported reimbursable aspects of the contract and to determine that the service provider is performing management, administration, staffing levels, time and attendance tracking, payroll reporting, equipment inventory, custodial services and other component activities in accordance with terms and conditions of the contract. Verify contractor performance to confirm alignment with management instruction, applicable policies and procedures, and in a manner consistent with Greater Orlando Aviation Authority (GOAA) objectives and administrative practices. Provide related management reports for support of decisions related to corrective contract adjustments and amendment needs along with recommended solutions.

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:*

- Verify daily/weekly/monthly staffing levels and related documentation for custodial management and cleaning staff in accordance with agreement specifications.
- Perform random reviews of time and attendance data, payroll data, employee benefits details.
- Perform periodic inspections to verify equipment inventory and other defined reimbursable components for availability and operational readiness in accordance with terms and conditions of the agreement; may make recommendations regarding status and contract compliance.
- Monitor contractors' reported staffing levels; provide data to management for evaluation of contract compliance and determination of deficiencies.
- Reconcile contractor invoices and make adjustments based on approved Contract Discrepancy Reports (CDR), additional work requests, staffing deficiencies, and special requests.
- Analyze custodial invoices and supporting documentation to minimize errors or discrepancies due to procedural deficiencies, staffing deficiencies, reimbursable accountability, non-compliance, or other factors.
- Create and provide reports as required for support of decisions related to operating budget development, corrective contract adjustments and amendment needs as well as recommended solutions.
- Monitor expenditures and verify work orders are within approved budget limits.
- Participate in the development and implementation of procedures to accurately monitor contractor/subcontractor attendance, verify actual expenditures for reimbursable items.
- Perform duties and responsibilities with an emphasis on the levels and standards of service and responsiveness in accordance with terms and conditions of the contract.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree and two (2) years of related experience in day-to-day contract compliance experience in an operations or maintenance area or an equivalent combination of technical training, education, and experience. Knowledge of and experience with custodial contracts/agreements preferred. Familiarity with payroll processing, finance, accounts payable process desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Working knowledge and experience in maintaining contract files and enforcing contract provisions.

- Proficient in Microsoft Office programs (Word, Excel, Outlook and PowerPoint) required; experience or knowledge with financial, payroll and timekeeping systems preferred
- Must have excellent oral and written communication skills and have good interpersonal skills with the ability to function effectively in a diverse and fast-paced environment
- Demonstrated ability to work independently
- Strong attention to detail, organizational and time management skills
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate compliance responsibilities.

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 and general direction, exercising independent judgement and discretion
- Routine contract compliance analysis and problem-solving skills
- 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:

11/8/2019
Immediate Supervisor Date

11/08/19
Department Assistant Director Date

11/8/19
Department Director Date

Kathy E Bond 11-13-19
Sr. Director, HR & Risk Management Date

FLSA: Non-Exempt

EEO Category: Paraprofessional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Custodial Contract Compliance Analyst

Department: Maintenance

Date: November 8, 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	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	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:

11/8/2019

Immediate Supervisor   Date

11/18/19

Department Director   Date

11/12/19

Human Resources - Compensation   Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Custodial Inspector

Department: Maintenance

Date: December 17, 2019

Title of Immediate Supervisor: Assistant Manager, Building Services

Pay Level: L16

POSITION SUMMARY: Responsible for the day-to-day monitoring and evaluation of multiple custodial service and supply contracts associated with the Orlando International Airport (OIA) terminal complex and support facility sites.. Confirms all facilities are maintained to the cleaning standards and specifications set forth in the respective contract documents. Provides technical advice and assists in the scope development and 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:*

- Monitor and evaluate custodial and other assigned contracts with emphasis on the levels and standards of service, schedules, frequency of service, productivity, and quality assurance.
- Complete a daily report and contract discrepancy reports, including taking pictures that effectively support the described discrepancies.
- Assist in the development and implementation of procedures to meet the contractual requirements for the specified level of cleanliness set forth in the contract documents.
- Monitor contractors' daily staffing levels, equipment status, cleaning frequencies, and productivity; provide data to Assistant Manager for evaluation of contract compliance.
- Provide technical assistance in scope development, bidding, and awarding of contracts.
- Respond to custodial services related urgent situations (pooling water, spills, etc.) as appropriate.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school graduate with four (4) years of experience in the custodial services industry and experience enforcing contract terms and conditions; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge and understanding of janitorial and maintenance operations
- Ability to read, understand and enforce contract specifications and drawings of contract documents
- Excellent verbal and written communication skills
- Excellent interpersonal skills with the ability to function effectively in a diverse work place
- Ability to pay attention to detail and meet deadlines
- Demonstrated ability to work independently
- Basic computer skills and understanding of Microsoft office programs to perform records and discrepancy reporting; able to effectively use digital camera and mobile devices such as tablets, IPads, etc.
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Must be willing and able to work rotating shifts, early mornings, late evenings, weekends and holidays based on operational needs

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 general supervision with limited independence and general direction
- Make independent decisions 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:

1/14/2020
Department Manager — Date

1/14/20
Department Assistant Director — Date

1-14-2020
Department Director — Date

1-17-2020
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

Custodial Inspector

Department: Maintenance

Date: December 17, 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		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		2
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Digital Camera and Mobile Devices (tablets, etc.)			X			3
Communication Devices (Radio/Cell Phone)	X					3

SUPERVISOR COMMENTS:

1/14/2020 1-14-2020

Department Manager Date Department Director Date

1/21/20

Human Resources - Compensation Date

Customer Service Contract Compliance Coordinator

Department: Customer Experience　　Date: May 20, 2025

Immediate Supervisor: Manager, Customer Service　　Pay Level: L19

POSITION SUMMARY:. Plan, monitor and evaluate compliance for customer service contracts under the Customer Experience Department. Confirm that assigned contracts meet performance standards and specifications. Conduct continuous analysis of airport-wide customer service contract components to verify compliance and accuracy of reported reimbursable aspects of the contract, and to determine that the service provider is performing staffing levels, equipment inventory and incident reporting activities in accordance with terms and conditions of the contract. Verify contractor performance to confirm alignment with management instruction, applicable policies, and procedures, and in a manner consistent with Greater Orlando Aviation Authority (GOAA) objectives and administrative practices. Provide detailed reports for support of decisions related to corrective contract adjustments and amendment needs along with recommended solutions. Provide ongoing support for Customer Experience 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:*

- Monitor and evaluate assigned contracts with emphasis on the levels and standards of service, schedules, frequency of service, productivity, and quality assurance; compile data reports and provide to Manager for evaluation of contract compliance.
- Complete daily reports and weekly contract discrepancy reports, including taking pictures that effectively support the described discrepancies.
- Document and submit information for employee recognition for contracted employees demonstrating exemplary customer service.
- Perform periodic inspections to verify equipment inventory and other defined reimbursable components for availability and operational readiness in accordance with terms and conditions of the agreement; may make recommendations regarding status and contract compliance.
- Assist in the development and implementation of procedures to meet the contractual requirements set forth in the contract documents.
- Maintain adequate levels of supplies and brochures.
- Perform inspections, initiate work orders when necessary, and verify appropriate repairs were completed. Determine or recommend the appropriate actions to be taken.
- Provide assistance in scope development, bidding and awarding of contracts.
- Respond to emergencies and to passengers/employees with problems or concerns.
- Assist with coordinating uniform and equipment requests, orders, and distribution.
- Assist with department events including set up and break down when necessary.
- Provide support to the department in the management of customer service staff.
- Respond to airport emergencies and assist guests by providing information updates and assist guests during evacuations when necessary.

  Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associates degree in business, psychology, human resources, or related fields and two (2) years of related experience in customer service and/or quality assurance/compliance monitoring of contracts/projects; or an equivalent combination of technical training, education, and experience. One (1) year experience in staff oversight/supervision.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent oral and written communication skills, and clear speaking voice.
- Demonstrated ability to positively interact with and assist people of all backgrounds.
- Moderate computer skills and knowledge of Microsoft office programs.
- Must be willing and 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)*

- May be asked to serve in a lead role for oversight of Customer Service Representatives

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

- Works independently under general supervision
- Exercises considerable judgement.
- 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 Aviation Authority reserves the discretion to revise this Job Description at any time.

APPROVAL SIGNATURES:

Kadiana Heslop
box SIGN 192RJ323-195JQX2V
May 23, 2025
Immediate Supervisor Date

box SIGN 46Z532JQ-195JQX2V
May 23, 2025
Vice President, Customer Experience Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-195JQX2V
May 29, 2025
Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Manager Hours: N/A

Shift Premium: N/A

Rotating Shift: N/A

Customer Service Contract Compliance Coordinator

Department: Customer Experience Date: May 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**					**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**	**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:

Kadiana Heslop
box SIGN 192RJ323-195JQX2V
May 23, 2025
Immediate Supervisor Date

Allison Duncan
box SIGN 19YY2YPV-195JQX2V
Jun 4, 2025
Human Resources – Compensation Date

Customer Service Representative

Department: Customer Experience

Date : May 28, 2025

Immediate Supervisor: Manager, Customer Experience

Pay Level: L11

POSITION SUMMARY:. Provide information and assistance to passengers, employees, and visitors to provide excellent customer service utilizing accurate knowledge of Orlando International and Orlando Executive Airports. Ensure customers are satisfied with products and services by handling inquiries and complaints. Determine the quickest and most effective ways to answer guests' questions and concerns. Provide a safe, friendly and warm environment for guests in all interactions. Anticipate and proactively respond to customer needs.

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 passengers, employees and visitors with information and assistance, utilizing accurate knowledge of Orlando International and Orlando Executive Airports and the Central Florida region.
- Problem-solve and assess situations that impact airport customer experience.
- Greet all guests in a friendly and professional manner.
- Anticipate and proactively respond to customer needs, including those with special needs.
- Interact with airport partners and stakeholders to address customer needs.
- Continuously update reference materials, which are shared with other Authority departments and external organizations.
- Log all inquiries and requested data on a day-to-day basis.
- Maintain inventory and replenish supplies and brochures in the information center booths.
- Provide staff with key information regarding incidents, airline delays and emergencies.
- Assist the public during an emergency and keep management apprised of the situation.
- Provide foreign language assistance as needed.
- Operate audio paging systems (English and foreign languages) to page airport guests and provide information and directions to callers as needed. Maintain accurate electronic records.
- Assist with the planning and implementation of special events for the airport and Convention Center.
- Assist with onboarding new hires to the Customer Experience team.
- Provide escort assistance for special visitors and events.
- Represent the Customer Experience Department at Customer Service Advisory Council meetings as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and two (2) years of experience providing face-to-face customer service to a diverse customer base in a busy environment, preferably in an airport environment, or an equivalent combination of education, training, and experience. Foreign language is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong customer service skills with the ability to establish and maintain effective working relationships with the general public, fellow employees, and members of diverse backgrounds.
- Familiar with multi-line telephone system equipment.
- Excellent oral and written communication skills and clear speaking voice.
- Demonstrated ability to positively interact with and assist people of all backgrounds.
- Basic computer skills and knowledge of Microsoft office programs.
- Ability to diffuse and prevent confrontations while managing a busy and sometimes stressful workload.
- Fluent in English; knowledge of one or more additional languages desired.
- Must be willing and able to work rotating shifts, early mornings, late evenings, holidays, and weekends.

LICENSES/ CERTIFICATIONS REQUIRED:

- None

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 under close supervision with limited independence.
- Due to the high level of public exposure, the quality of professionalism and judgment displayed directly affects the public image of the Authority.
- Special assistance (general public, foreign language, hearing impaired, etc.) and problem-solving skills required in assessing situations.
- Make day-to-day decisions based on rules, established policy and procedure.
- Handle many inquiries from the traveling public in an extremely busy environment, assist stranded passengers, diffuse and mitigate confrontations.

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:

Betty Cardenas Quintero
box SIGN 1XVJ77L3-465Q29P9 May 28, 2025
Immediate Supervisor Date

box SIGN 46Z532JQ-465Q29P9 May 28, 2025
Vice President, Customer Experience Date

Dr. Randolph Hudgins
box SIGN 42KZV7VX-465Q29P9 May 29, 2025
Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Manager Hours: NA

Shift Premium: N/A

Rotating Shift: N/A

Customer Service Representative

Department: Customer Experience Date: May 28, 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				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		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:						

Betty Cardenas Quintero
box SIGN 1XVJ77L3-465Q29P9
May 28, 2025
Immediate Supervisor Date

Allison Duncan
box SIGN 19YY2YPV-465Q29P9
May 28, 2025
Human Resources – Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Customer Service Specialist

Department: Customer Experience

Date: September 16, 2024

Title of Immediate Supervisor: Supervisor, Customer Service Contact Center

Pay Level: L15

POSITION SUMMARY: Supports the day-to-day operation of the customer service contact center, through effective communication to customers via website, social media, telephone, and email. Maintains appropriate records necessary for the compilation and analysis of data. Perform administrative tasks and other duties as assigned.

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:*

- Positively handles large amounts of inbound and outbound calls, emails, website feedback and social media engagements in a timely manner.
- Verify a consistent message is shared via all means of Customer Service communication.
- Maintain continued communications to expedite the resolution of customer complaints and issues.
- Follow contact center “scripts” when handling different topics.
- Interact with Artificial Intelligence tools and resources to better understand customer needs and appropriate responses.
- Provide suggestions to Supervisor, Customer Service Contact Center based upon incoming communication.
- Build sustainable relationships and engage customers by going the extra mile.
- Frequently participates in necessary training to improve knowledge and performance level and keep abreast of technical requirements and industry “Best Practices”.
- Identify customers’ needs, clarifies information, researches issues and provides solutions.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree and two (2) years’ experience in customer service and/or customer contact center role, or an equivalent combination of education, training and experience. Foreign language is preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent interpersonal and customer service skills
- Proficient in Microsoft office applications
- Must be able to type 35 WPM
- Excellent oral and written communications skills
- Detail oriented and excellent organizational skills
- Demonstrated ability to effectively plan, schedule and meet deadlines
- Ability to diffuse and prevent confrontations
- 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)*

- This is a highly responsible, active and at times stressful position.
- Ability to effectively diffuse and prevent confrontations
- Assesses and responds to complaints at the airport environment
- Exercises judgment in decisions following established guidelines/procedures, evaluation specific issues and planning and researching, evaluating 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:

Angela Howard
box SIGN 4LW8RX9X-4L6Y9RJJ Sep 17, 2024
AVP, Customer Experience Date

box SIGN 4WL6K236-4L6Y9RJJ Sep 17, 2024
VP, Customer Experience Date

Randy Hudgins
box SIGN 42KZV7VX-4L6Y9RJJ Sep 18, 2024
VP, Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support

Shift Premium: N/A

Rotating Shift: Yes

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Customer Service Specialist

Department: Customer Experience Date: September 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			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		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 to work rotating shifts, early mornings, late evenings, holidays and weekends.	X					3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computers, copier, fax, etc.)			X			3

SUPERVISOR COMMENTS:

Angela Howard
box SIGN 4LW8RX9X-4L6Y9RJJ
Sep 17, 2024
AVP, Customer Experience Date

box SIGN 4WL6K236-4L6Y9RJJ
Sep 17, 2024
VP, Customer Experience Date

Natalia Londono
box SIGN 4Z79XV2Z-4L6Y9RJJ
Sep 18, 2024
Human Resources - Compensation Date

Customer Service Training Specialist

Department: Customer Experience
Date: March 27, 2023

Title of Immediate Supervisor: Customer Service Training Administrator
Pay Level: L15

POSITION SUMMARY: Support airport-wide customer service training. Perform administrative tasks and other duties as assigned.

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 deliver a variety of airport-wide customer service training.
- Suggest ideas for customer service training topics and content.
- Provide input on incentives for participating in training and work closely with the employee engagement team to recognize employees for their participation.
- Assist with the collection of feedback from the airport community regarding customer service training needs and post-training insights.
- Promote our Customer Experience efforts throughout the airport community.
- Support Manager of Employee Experience and Training Strategist with programs, as needed.
- Support Manager of Customer Experience with events and special programs, as needed.
- Participate in department’s outreach initiatives.
- Participate in the Customer Service Advisory Council meetings and working groups including the Culture Team.
- Process invoices, manage calendars, order supplies, and perform other administrative tasks as assigned.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree and two (2) years’ experience in customer service and/or training, preferably in an airport environment, or an equivalent combination of education, training and experience. Foreign language is desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Excellent interpersonal and customer service skills
- Proficient in Microsoft office applications; knowledge of WordPress preferred
- Must be able to type 35 WPM
- Excellent oral and written communications skills
- Detail oriented and excellent organizational skills
- Demonstrated ability to effectively plan, schedule and meet deadlines
- Ability to diffuse and prevent confrontations
- 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)*

- This is a highly responsible, active and at times stressful position.
- Ability to effectively diffuse and prevent confrontations
- Assesses and responds to complaints at the airport environment
- Exercises judgment in decisions following established guidelines/procedures, evaluation specific issues and planning and researching, evaluating 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:

Angela Howard
box SIGN 4LW8RX9X-1RK62XLR
Jun 24, 2024
AVP, Customer Experience Date

box SIGN 4WL6K236-1RK62XLR
Jul 1, 2024
Vice President, Customer Experience Date

Dr. Randoph Hudgins
box SIGN 42KZV7VX-1RK62XLR
Jul 1, 2024
Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Administrative Support Worker

Shift Premium: N/A

Rotating Shift: No

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Customer Service Training Specialist

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			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
Must be able to work rotating shifts, early mornings, late evenings, holidays and weekends.						3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
General office equipment (computers, copier, fax, etc.)			X			3

SUPERVISOR COMMENTS:

Angela Howard
box SIGN 4LW8RX9X-1RK62XLR
Jun 24, 2024
AVP, Customer Experience Date

box SIGN 4WL6K236-1RK62XLR
Jul 1, 2024
Vice President, Customer Experience Date

Natalia Londono
box SIGN 4Z79XV2Z-1RK62XLR
Jul 3, 2024
Human Resources - Compensation Date