GREATER ORLANDO AVIATION AUTHORITY

Job Description

Maintenance Dispatcher

Department: Maintenance

Date: May 29, 2019

Title of Immediate Supervisor: Manager, Plant Maintenance

Pay Level: L16

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor	5-29-19 Date	Department Assistant Director	5-29-19 Date
Department Director	5-29-19 Date	Sr. Director, HR & Risk Management	6-13-19 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

Maintenance Dispatcher

Department: Maintenance

Date: May 29, 2019

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

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

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

SUPERVISOR COMMENTS:

James Ley — 5/29/19
Immediate Supervisor — Date

Department Director — 5-29-19
Date

Cathy Vann — 5/29/19
Human Resources - Compensation — Date

JOB DESCRIPTION

Job Title: Maintenance Support Date: January 30, 2017

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

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

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

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

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

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

EQUIPMENT OPERATED (Location specific):

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

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

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

APPROVAL SIGNATURES:

Immediate Supervisor - OIA	Date 2-3-17
Immediate Supervisor - OEA	Date 1/31/17
Manager - OIA	Date 2/3/17
Assistant Director - OIA	Date 2/3/17
Department Director - OIA	Date 2-9-17
Department Director - OEA	Date 1-31-17
Senior Director, Human Resources & Risk Management	Date 2-13-17

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Maintenance Support
Department Maintenance or OEA

Date January 30, 2017
Section 655/441

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor - OIA — Date: 2/24/17
Department Director - OIA — Date: 2-27-17
Immediate Supervisor - OEA — Date: 2/16/17
Department Director - OEA — Date: 2-16-17

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Human Resources (Training)

Department: Human Resources | Date: July 1, 2024

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

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

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APPROVAL SIGNATURES:

Immediate Supervisor	Date	Vice President, Human Resources	Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Human Resources (Training)

Department: Human Resources Date: July 1, 2024

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Vice President, Human Resources Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Access Control & Lock Shop

Department: Security | Date: March 1, 2024

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

E. Brian Gilliam
box SIGN 186QX7QJ-42L6J8XX
Apr 2, 2024
Vice President, Security Date

Marquez A. Griffin
box SIGN 18L78R71-42L6J8XX
Apr 9, 2024
Senior Vice President, Operations Date

Randy Hudgins
box SIGN 42KZV7VX-42L6J8XX
Apr 10, 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

Manager Access Control & Lock Shop

Department: Security

Date: March 1, 2024

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

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

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

SUPERVISOR COMMENTS:

E. Brian Gilliam
box SIGN 186QX7QJ-42L6J8XX

Apr 2, 2024

Vice President, Security — Date

Marquez A. Griffin
box SIGN 18L78R71-42L6J8XX

Apr 9, 2024

Senior Vice President, Operations — Date

Natalia Londono
box SIGN 4Z79XV2Z-42L6J8XX

Apr 10, 2024

Human Resources - Compensation — Date

JOB DESCRIPTION

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

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

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

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

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

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

RESPONSIBILITIES (Continued):

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

EDUCATION / EXPERIENCE REQUIREMENTS:

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

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES *(Indicate number supervised)*

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor — Date 11/7/17

Sr. Director, Marketing & Air Service Dev. — Date 11/1/17

Senior Director, Human Resources & Risk Mgmt — Date 11-10-17

Job Description Supplement
Physical Requirements and Working Conditions

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

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor — 11/1/17 Date

Senior Director — 11/1/17 Date

JOB DESCRIPTION

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

Department: Maintenance Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Director, Maintenance Operations

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

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

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

EDUCATION/EXPERIENCE REQUIREMENTS:

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

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

APPROVAL SIGNATURES:

_____ Date 5/3/16
Immediate Supervisor

_____ Date 5-4-16
Department Director

_____ Date 5-13-16
Director of Human Resources

Job Description Supplement
Physical Requirements and Working Conditions

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

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor — 5/3/16 Date

Department Director — 5-12-16 Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airline Relations

Department: Executive Administration | Date: February 24, 2023

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor — Date: 3/6/2023

Chief Development Officer — Date: 3/6/23

Vice President of Human Resources — Date: 3/10/23

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airline Relations

Department: Executive Administration

Date: February 24, 2023

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 3/6/2023

Chief Development Officer — Date: 3/6/23

Human Resources - Compensation — Date: 3/8/2023

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airline Tenants

Department: Commercial Properties

Date: October 3, 2022

Title of Immediate Supervisor: Director, Planning & Development

Pay Level: L29

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

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

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

APPROVAL SIGNATURES:

12/8/22
Immediate Supervisor Date

12/12/22
Chief Executive Officer Date

12/19/22
Sr. Director, HR & Risk Management Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airline Tenants

Department: Commercial Properties

Date: October 3, 2022

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

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

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 12/8/22

Chief Executive Officer — Date: 12/12/22.

Human Resources - Compensation — Date: 12/15/2022

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations - Airline

Department: Airline Division

Date: October 15, 2019

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

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor	10/17/2019 Date	Department Director	Oct 17, 2019 Date
Department Senior Director	11-04-2019 Date	Sr. Director, HR & Risk Management	11-6-19 Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations - Airline

Department: Airline Division

Date: October 15, 2019

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 10/17/2019

Department Director — Date: OCT 17, 2019

Human Resources - Compensation — Date: 11/5/19

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations – BHS/GSE

Department: BHS/GSE Division

Date: February 21, 2020

Title of Immediate Supervisor: Assistant Director, Airport Operations – BHS/GSE

Pay Level: L29

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

2-24-20		FEB 24, 2020	
Immediate Supervisor	Date	Department Director	Date
02-24-2020		3-9-2020	
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations - BHS

Department: BHS/GSE Division

Date: February 21, 2020

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

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

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

SUPERVISOR COMMENTS:

2/24/20
Immediate Supervisor — Date

FEB 24, 2020
Department Director — Date

3/9/20
Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Airport Operations (Emergency Management)

Department: Operations Administration

Date: March 22, 2023

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

Pay Level: L29

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

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor — Date: 4/18/23

Chief of Operations — Date: 04-18-2023

Vice President, Human Resources — Date: 4/25/23

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Airport Operations (Emergency Management)

Department: Operations Admin

Date: March 22, 2023

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 4/18/23

Chief of Operations — Date: 04-18-2023

Human Resources - Compensation — Date: 4/25/23

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Board Services

Department: Board Services

Date: September 4, 2020

Title of Immediate: Chief Executive Officer

Pay Level: L28

POSITION SUMMARY: Provide advanced technical, analytical and executive level administrative functions related to Board Services. Manage the administrative requirements and procedures for the Aviation Authority Board and other GOAA executive level committees, maintaining compliance with Sunshine Law as required. Answer inquiries from various officials and receives all formal documents.

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

- Manage the board meeting process: prepare and/or review materials and documents submitted for distribution to the Board; compile agenda packages, post/advertise board documentation as required, and forward to Board Members, Aviation Authority Staff, General Counsel, City Attorney, and City Clerk. Support may include regular contact with elected officials, community leaders, etc.
- Manage the board agenda process, coordinate with internal departments and General Counsel ensuring that all documents include the correct recommendation and language, required approvals are requested and received, and necessary backup is provided. Research historical information for previous authorizations or actions as needed.
- Appointed Assistant Secretary of the Board by the Chief Executive Officer (CEO). Attest to the Chairman's, Vice Chairman's, and CEO's execution of documents; notarize documents as needed. Maintain custody of the official seal. Solely responsible for maintaining, documenting and providing official records of the Aviation Authority as mandated; determine and assign all documentary numbers; route documents through execution/approval process.
- Manage other Sunshine Committees' meetings. Recording Secretary for Aviation Authority Board meetings and other sunshine committees. Schedule meetings; prepare and distribute agenda packages; record, transcribe, compose and distribute official minutes.
- Manage the appeals process: distribute appeal letter to CEO, General Counsel, Chair of Committee, and others as necessary, schedule appeal hearing, and process decision letters.
- Provide administrative support to Board Members including correspondence, mail, scheduling, follow-up with staff and General Counsel and other duties as requested. Maintain task assignments as delegated by the Board to the Chief Executive Officer and staff.
- Manage the new/exiting Board Member process; public bond application; sign and file the completed oath; issue parking space and hang tag; and other administrative tasks.
- Prepare and prioritize items for signature, process and track ahead of supervisor approval; make sure deadlines are met.
- Complex recordkeeping responsibility includes preparing agendas, recording/transcribing meeting minutes, and following up on action items for next meeting. Recording secretary for Finance Committee, Capital Management Committee, Concessions/Procurement Committee, Commercial Properties Development Committee, and serve as back-up for additional Sunshine meetings.
- Assist with special projects/assignments/reports as assigned. May include organizing complex data, designing spreadsheets, etc. Often requires compiling and evaluating data from multiple sources into presentations or reports; researching information using independence regarding sources.
- Serve as back-up for coordinating travel schedules and arrangements and reconciling, preparing and submitting complex expense reports, including international travel.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance

evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Serve as backup to the Executive Assistant in the day-to-day tasks.
- Serve as backup to the Records Management Specialist assisting with public records and lobbyist requests.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

	10-14-2020		12-29-2020
Immediate Supervisor/CEO	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

Manager, Board Services

Department: Board Services

Date: September 4, 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				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:

Chief Executive Officer — 10-14-2020 — Date

Human Resources - Compensation — 10/15/20 — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Budgets

Department: Finance

Date: April 26, 2023

Title of Immediate Supervisor: Senior Manager, Budgets and Accounts Payable

Pay Level: L29

POSITION SUMMARY: Manage the preparation of the Authority's annual revenue budget, including rates and charges. Support the Senior Manager, Budget & Accounts Payable by researching and analyzing finance, budget, and capital data. Responsible for monitoring of budget compared to actual revenues and availability of capital funds.

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

- Manage the preparation of the annual revenue budget including preparation of budget and Oracle Planning and Budgeting Cloud Services (OPBCS) reference manuals.
- Prepare the annual rates and charges model including monthly forecasts by gathering information required from OPBCS, GL and Treasury.
- Manage the Capital Initiation Requests (CIR) process and analyze current capital funding for prioritization of capital items to be included in budget.
- Calculate tenant charges and coordinate with Accounts Receivable on invoicing of these charges.
- Perform variance analysis between estimated and actual revenue for the current year and proposed budget for the next year; document variance explanations provided by departments.
- Analyze and interpret contracts; review and approve modification in PROPworks including scheduled rental adjustment, insurance compliance, rent commencement, and termination based on signed contracts. Oversee Propworks billing issues and work with the Financial Application Supervisor on obtaining resolution by requesting and testing changes.
- Manage the Revenue Management Solution financial process by verifying accuracy of data, identify discrepancies, identify report enhancements to assist management decisions, and direct Accounts Receivable and Operations on billing adjustments.
- Manage the encumbrance process to direct Departments to close purchase orders and oversee the accrual process with Accounts Payable.
- Work with Accounts Receivable, Commercial Properties or Concessions on any issues that may arise during the variance analysis (i.e. tenants not billed or billed incorrectly).
- Prepare other detailed schedules to assist upper level management in effective decision making.
- Assist other departments with funding issues related to capital expenditure funds.
- Back up for Senior Manager Budget and Accounts Payable.
- Back-up for the Financial Analyst Budget.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor of Science or Bachelor of Business Administration degree in Accounting, or similar degree or field, and six (6) years experience in the preparation of budgets for a large entity, or an equivalent combination of education, training and experience. Experience in preparation of government entity budgets desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong knowledge of budgetary process
- Demonstrated leadership skills

- Strong research, analytic and technical accounting skills
- Problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Strong computer skills including Microsoft office suite and extensive knowledge of spreadsheet software required
- Knowledge with computerized accounting systems
- Ability to understand and carry out complex oral and written instructions
- Ability to communicate clearly and effectively, orally and in writing
- Ability to establish and maintain effective working relationships with employees, vendors and the general public
- Graphics experience a plus

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant (CPA) desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

- Work independently with limited supervision and direction- high level of initiative, judgment, and authority
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Review financial and accounting reports and initiate appropriate action
- Make some payroll policy decisions and procedural changes and interpretation of applicable payroll pronouncements.
- Interpret all aspects of policy and procedure

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

APPROVAL SIGNATURES:

Immediate Supervisor/ Sr Manager — 6.5.23 — Date

Department Assistant Vice President — 6.9.23 — Date

Department Vice President — 6/9/23 — Date

Chief Financial Officer — 6/5/23 — Date

Vice President, Human Resources — 6/15/23 — Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Budgets

Department: Finance

Date: April 26, 2023

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

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

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

SUPERVISOR COMMENTS:

Andrea Harper 6-9-23
Immediate Supervisor Date

Marie Dunn 6/19/23
Department Vice President Date

Angela Miranda 6/14/23
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Manager, Building Services

Date: November 30, 2016

Department: Maintenance

Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts

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

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

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

RESPONSIBILITIES (Continued):

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

EDUCATION/EXPERIENCE REQUIREMENTS:

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

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license.

SUPERVISORY REQUIREMENTS: *(Indicate number supervised)*

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

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

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

APPROVAL SIGNATURES:

Steven L Rose — 11/30/16

Immediate Supervisor/Assistant Director — Date

Mary M Hunt — 11-30-16

Department Director — Date

Kathy E Bond — 12-2-16

Director of Human Resources — Date

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Manager, Building Services
Department Maintenance

Date November 30, 2016
Section 631

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor — 11/30/16 Date

Department Director — 12-7-16 Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Business Applications

Department: Business Applications

Date: February 19, 2018

Title of Immediate Supervisor: Assistant Director, Business Applications

Pay Level: L31

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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APPROVAL SIGNATURES:

3/1/18
Immediate Supervisor — Date

3/7/18
Sr. Director, HR & Risk Management — Date

3-6-18
Chief Operating Officer — Date

FLSA: Exempt
EEO Category: 2 - Professionals

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 3/1/18

Department Director, COO — Date: 3-6-18

Human Resources - Compensation — Date: 3/6/18

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Capital Projects - Finance

Department: Finance | Date: March 13, 2023

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

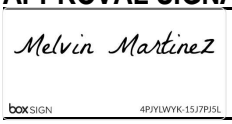
- N/A

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

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

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

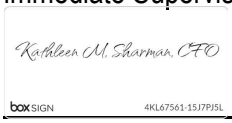


Mar 6, 2024

Immediate Supervisor Date

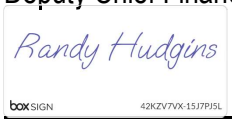
Mar 6, 2024

Deputy Chief Finance Officer Date



Mar 11, 2024

Chief Financial Officer Date



Mar 15, 2024

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Projects Control

Department: Finance

Date: March 13, 2023

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

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

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

SUPERVISOR COMMENTS:

Melvin Martinez
box SIGN 4PJYUWYK-15J7PJSL

Mar 6, 2024

Immediate Supervisor — Date

Marie Dennis
box SIGN 4K3W5KW4-15J7PJSL

Mar 6, 2024

Deputy Chief Finance Officer — Date

Natalia Londono
box SIGN 4Z79XV2Z-15J7PJSL

Mar 15, 2024

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Commercial Development

Department: Commercial Properties

Date: February 16, 2018

Title of Immediate Supervisor: Sr. Director, Concessions & Commercial Properties

Pay Level: L29

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

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

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

DUTIES AND RESPONSIBILITIES (continued):

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor — Date: 2/6/18

Sr. Director, HR & Risk Management — Date: 3/7/18

Chief Operating Officer — Date: 3-6-18

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Commercial Development

Department: Commercial Properties

Date: February 16, 2018

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date 2/16/18

Chief Operating Officer — Date 2-21-18

Human Resources - Compensation — Date 3/6/18

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Commercial Development – (Real Estate)

Department: Commercial Properties

Date: October 20, 2021

Title of Immediate Supervisor: Director, Planning and Development

Pay Level: L29

POSITION SUMMARY: Assist the Director of Planning and Development in generating optimum revenue through effective asset management, marketing and development of assigned commercial properties at Orlando International Airport and Orlando Executive Airport. Serve as a primary contact for dealings with assigned non-aviation commercial 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:*

- Negotiate and draft term sheets, long term leases, amendments, space and use agreements, licenses, permits and Committee memorandums for the use and development of real property at Orlando International Airport and Orlando Executive Airport. Provide recommendations to the Director and to various committees as required.
- Draft and administer Request for Qualifications (RFQs), Request for Proposals (RFPs) and Invitation to Bids (ITBs) including advertisements, addendums and presentations as required for existing lease, use and development opportunities. Conduct financial analysis and prepare spreadsheets to assess lease and development opportunities, including proposed new leases, amendments and renewals. Provide reports and recommendations to the Director and various committees as required.
- Work with various Authority departments to determine the feasibility and desirability of various use, lease and development opportunities, including office, retail and industrial facilities.
- Manage the assessment of proposed tenant improvement projects, including feasibility, alternatives, the review of conceptual design drawings, floor plans and specifications. Prepare committee memorandums and presentations as required.
- Manage multiple lease related tasks and assignments. Communicate regularly with real estate community including, but not limited to, existing and prospective commercial tenants and users, real estate brokers, owners, developers, and service providers.
- Seek opportunities to collaborate marketing and other initiatives to promote the use, lease and development of the Authority's real property. Establish and maintain communications with existing and prospective tenants, City of Orlando Office of Business Development Division, City of Orlando Economic Partnership (OEP), Orange County Economic Development Corporation (OCEDC), National Association of Foreign Trade Zones (NAFTZ), Port Canaveral, Port Tampa Bay and other economic development and trade organizations
- Represent the Authority at economic development, trade organizations and industry meetings, as necessary, to identify and respond to use, lease, and development opportunities.
- Prepare and implement methods and strategies to market and lease properties to produce optimum revenues.
- Serve as a primary contact for individuals or entities interested in use, lease or development of commercial properties at Orlando International Airport and/or Orlando Executive Airport.
- Work with real estate consultants and the Authority's Planning Department to prepare marketing and/or development plans.
- Create and maintain policies and procedures related to commercial properties.
- Work with Finance and various other departments as needed to analyze and determine prospective tenants' operational and financial capability.
- Communicate with assigned lessees, subtenants, and management companies in all matters pertaining to the maintenance, compliance and/or modification of existing use, lease, and development agreements.
- Communicate with assigned airport tenants, users and service providers, pertaining to new and existing leasehold operations.

- Monitor approved tenant improvement projects and coordinate with the Authority's departments, government agencies, contractors and utility companies to facilitate timely completion of assigned tenant improvement projects when required.
- Interact with real estate brokers, appraisers, and consulting firms to keep the department abreast of current market conditions, lease terms and conditions, lease rates, anticipated absorption, and other related market information.
- Coordinate with the Authority's Planning, Marketing, Customer Service and IT departments to develop methods, systems and tools to further the marketing of commercial properties via the Authority web site, other internet and traditional media.
- Work closely with department administrative and professional employees who support assigned projects; contribute input for staff performance reviews, coaching, training or disciplinary action. Participate as appropriate in interviewing and selection of new employees.
- Advise the Director of areas of concern, investigate alternatives and recommend solutions.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in real estate development, finance, land use planning or related field and five (5) years of related commercial real estate, property asset management, commercial lease management, or an equivalent combination of related education, training and experience. Experience dealing with airport operations, governmental entities, public administration, commercial real estate tenants and users, brokers, developers and consulting firms is highly desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Considerable knowledge of commercial real estate leasing and development practices, including principles, practices, techniques, and methodologies, and the ability to negotiate and draft lease terms and conditions
- Excellent command of the English language, grammar, organizational and writing skills
- High level of demonstrated proficiency in writing formal communications and drafting real estate documents, including leases, amendments, solicitations, addendums, licenses and permits
- Excellent word processing, spreadsheet and presentation skills to efficiently draft, merge, compare and redline a variety of legal documents, perform financial analysis, create exhibits and formal presentations
- Excellent interpersonal skills, communication and public presentation skills, and the ability to interact effectively with internal and external professional, technical and professional/non-technical personnel
- Knowledge of the rental car industry, business practices and operations preferred
- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple projects
- Demonstrated ability to understand and interpret complex legal documents
- Ability to read, interpret a variety of legal and real estate transaction documents.
- Ability to collaborate and build consensus among diverse interests and personalities
- Demonstrated management and leadership skills
- Demonstrated integrity, ingenuity, and inventiveness in the performance of tasks and assignments
- Computer skills required in Microsoft Office Suite, property management and data base applications is required

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Real Estate Broker's License or other Commercial Real Estate designation preferred.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

- Work independently with little or no supervision, substantial latitude in initiative, judgement, and authority
- Establish general operating procedures, quality and quantity of work in an area of responsibility
- Frequent external stakeholder contacts in which the Authority's policies and procedures must be consistently and accurately represented
- Provide a continual high standard of customer service with professionalism and efficiency

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

APPROVAL SIGNATURES:

10/26/2021
Immediate Supervisor Date

Chief Executive Officer 10-27-2021 Date

11-1-2021
Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Commercial Development (Real Estate)

Department: Commercial Properties

Date: October 20, 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						N/A
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: 10/26/2021

Chief Executive Officer — Date: 10.27.2021

Human Resources - Compensation — Date: 10/29/2021

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Contract and Grants

Department: Engineering and Construction

Date: May 16, 2022

Title of Immediate Supervisor: Assistant Director, Project Controls

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

17 May 2022

Immediate Supervisor Date

5/19/22

Department Senior Director Date

6-7-2022

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Contracts and Grants

Department: Engineering and Construction

Date: May 16, 2022

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

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

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

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	1
Noxious Fumes					X	1
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	1
Excessive Noise				X		2
Other						

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

SUPERVISOR COMMENTS:

Field project site visits and meetings on/off GOAA properties

Immediate Supervisor — Date: 17 May 2022

Department Senior Director — Date: 5/19/22

Human Resources - Compensation — Date: 5/24/2022

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Customer Experience

Department: Customer Experience | Date: June 5, 2023

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

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

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

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

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Angela Howard box SIGN 4LW8RX9X-4WLZ5XV8	Dec 28, 2023	box SIGN 46Z532JQ-4WLZ5XV8	Dec 28, 2023
Immediate Supervisor/AVP	Date	Vice President, Customer Experience	Date
RIchard Clarke box SIGN 15QVYZ97-4WLZ5XV8	Jan 2, 2024	Randy Hudgins box SIGN 42K2V7VX-4WLZ5XV8	Jan 2, 2024
Chief Creative Office	Date	Vice President, Human Resources	Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Customer Experience

Department: Customer Experience Date: June 6, 2023

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

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

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

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

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

SUPERVISOR COMMENTS:

Angela Howard
boxSIGN 4LW8RX9X-4WLZ5XV8

Dec 28, 2023

Immediate Supervisor/AVP Date

boxSIGN 46ZS32JQ-4WLZ5XV8

Dec 28, 2023

Vice President, Customer Experience Date

boxSIGN 1R6ZLY3Z-4WLZ5XV8

Jan 2, 2024

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Customer Service

Department: Customer Experience | Date: March 27, 2023

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

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

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Apr 3, 2024

Immediate Supervisor Date

Apr 4, 2024

Vice President, Customer Experience Date

Apr 7, 2024

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Customer Service

Department: Customer Experience

Date: March 27, 2023

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

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

Angela Howard
box SIGN 4UWBRX9X-4YYX7PXR

Apr 3, 2024

Immediate Supervisor — Date

Tawana Allen
box SIGN 4WL6K236-4YYX7PXR

Apr 4, 2024

Vice President, Customer Experience — Date

Natalia Londono
box SIGN 4Z79XV2Z-4YYX7PXR

Apr 9, 2024

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Electrical Systems

Department: Maintenance

Date: April 25, 2023

Title of Immediate Supervisor: Assistant Vice President, Maintenance Operations

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor	5/3/23 Date	Department Vice President	5-18-2023 Date
Chief of Operations	05-23-2023 Date	Vice President, Human Resources	5/24/23 Date

FLSA: Exempt

EEO Category: **Officials and administrators**

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Electrical Systems

Department: Maintenance

Date: April 25, 2023

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 5/3/23

Department Vice President — Date: 5-18-2023

Human Resources - Compensation — Date: 5/22/23

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Emergency Communications

Department: Security

Date: June 10, 2019

Title of Immediate Supervisor: Director, Security

Pay Level: L29

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

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

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

5-10-19
Immediate Supervisor Date

6-10-2019
Chief Operating Officer Date

6-13-19
Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Emergency Communications

Department: Security

Date: June 10, 2019

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

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

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

SUPERVISOR COMMENTS:

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

5-10-19

Immediate Supervisor — Date

6-10-2019

Chief Operating Officer — Date

6/12/19

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Employee Experience

Department: Customer Experience

Date: March 27, 2023

Title of Immediate Supervisor: Assistant Vice President, Customer Experience

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Angela Howard
box SIGN 4LW8RX9X-15J53WR7
Immediate Supervisor — Apr 2, 2024 — Date

Tawana Allen
box SIGN 4WL6K236-15J53WR7
Vice President, Customer Experience — Apr 2, 2024 — Date

Randy Hudgins
box SIGN 42KZV7VX-15J53WR7
Vice President, Human Resources — Apr 2, 2024 — Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Employee Experience

Department: Customer Experience Date: March 27, 2023

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

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

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

Angela Howard
box SIGN 4LW8RX9X-15J53WR7
Apr 2, 2024
Immediate Supervisor Date

Tawana Allen
box SIGN 4WL6K236-15J53WR7
Apr 2, 2024
Vice President, Customer Experience Date

Natalia Londono
box SIGN 4Z79XV2Z-15J53WR7
Apr 9, 2024
Human Resources - Compensation Date

JOB DESCRIPTION

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

DEPARTMENT: Maintenance GRADE/LEVEL: Exempt; L29

TITLE OF IMMEDIATE SUPERVISOR: Director, Maintenance

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

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

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

RESPONSIBILITIES (continued):

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

EDUCATION / EXPERIENCE REQUIREMENTS:

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

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

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

LICENSES / CERTIFICATIONS REQUIRED:

- A valid Florida driver's license

SUPERVISORY RESPONSIBILITIES:

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor/Department Director — Date: 23 June 14

Deputy Executive Director — Date: 24 June 14

Director of Human Resources — Date: 7-23-14

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Manager, Facility Assets
Department Maintenance

Date June 23, 2014
Section 631

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor 6/23/14 Date

Deputy Executive Director 6/24/14 Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Finance (Financial Reporting)

Department: Finance

Date: May 18, 2021

Title of Immediate Supervisor: Assistant Director, Finance

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Certified Public Accountant

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Abie Alfonso 5.25.21
Immediate Supervisor Date

Mani Demmy 6/14/21
Department Director Date

Lauren M. Stern 5/25/21
Chief Financial Officer Date

Kathy Bond
Sr. Director, HR & Risk Management Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Finance (Financial Reporting)

Department: Finance

Date: May 18, 2021

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

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

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

SUPERVISOR COMMENTS:

Elsie Alfonso 5.25.21
Immediate Supervisor Date

Marie Dennis 6.14.21
Department Director Date

Cathy Vance 6/23/2021
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Finance Administration and Strategic Projects

Department: Finance | Date: June 19, 2023

Title of Immediate Supervisor: Chief Financial Officer | Pay Level: L29

POSITION SUMMARY: Plan and manage deliverables for organizational strategic projects entailing advanced technical, analytical, and complex coordination resulting in high impact deliverables. Provide project management and coordination support for the Chief Financial Officer (CFO) and other executive staff as needed. Manage strategic procurements and contracts for the Finance department and other departments as needed. Responsible for the day-to-day management of Finance department's administrative staff. Manage the Corporate Travel Card Program and serve as travel request administrator to the Greater Orlando Aviation Authority's (Aviation Authority) integrated travel booking and expense reporting system.

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

- Manage the strategic planning and successful execution of projects from inception to final product, maintain smooth and effective workflows, and meet established deadlines within budget. Develop project timelines based on prioritization, planning and resource utilization. Identify and coordinate project teams and resources, track assigned tasks, and verify timely completion of all deliverables. Manage project budget. Identify issues, manage the department leadership's expectations, and offer recommendations for creative solutions or workarounds based on knowledge of priorities and contributing factors.
- Manage document control to confirm successful execution and publication (if applicable) of critical project documentation. Review project deliverables for completeness, quality, and compliance with established standards.
- Attend meetings on behalf of the executive staff and provide status of projects as needed.
- Manage procurement process for strategic services from start to finish including, but not limited to: Hotel Consulting Services, Banking Services, Lines of Credit, Bond/Tax and Disclosure Counsel, Financial Advisors, Airport Consultants, Investment Advisors, Financial Auditors, Financial Consultants, and external Auditors. Manage successful transition of new professional consultants and vendors.
- Manage Finance department's office administration by coordinating resources and maintaining optimal departmental administrative coverage for the Chief Financial Officer, Deputy Chief Finance Officer and Assistant Vice Presidents. Maintain proper cross-training and functionality between administrative assistants, adequate coverage during lunch breaks, vacations and other out of office instances.
- On behalf of the CFO, manage the Board agenda process to verify all items for Finance department are submitted to the appropriate Committee and Aviation Authority Board in a timely manner. Prepare all memos and supporting documents for submission to Finance Committee, Capital Management Committee, Procurement Committee, and Aviation Authority Board.
- Assist with financial analysis on concessions, engineering and construction procurement proposals, and others as requested.
- Serve as the Authority Authorized Representative (AAR) for assigned contracts. Verify insurance requirements through Risk Management for all applicable contracts; manage and coordinate contract execution, timely renewals/amendments, and verify invoices for payment; provide recommendations to management for problem resolution. Negotiate renewals and amendments as assigned.
- Manage Finance department annual budget. Develop and monitor the annual capital, personnel, and operations and maintenance budget; manage the department's budget coordinator; review invoices and approve for processing.

RESPONSIBILITIES (continued)

- Manage the Aviation Authority Travel Services and Travel Card Program. Interact with stakeholders to confirm Travel Program supports business objectives; review, update and administer the Aviation Authority's Travel Expense & Subsistence Policy and Travel Card processes and procedures; monitor travel activity and identify cost savings; provide analytics and reports to leadership; manage any and all contracts related to the Program; and monitor card violations and notify appropriate management personnel. Manage and supervise the Authority's Travel Coordinator and Travel Card Administrator.
- Manage the Aviation Authority Procurement Card Program. Interact with stakeholders to confirm Procurement Card Program supports business objectives; review, update and administer Procurement Card processes and procedures; monitor card activity and identify cost savings; provide analytics and reports to leadership; manage any and all contracts related to the Program; and monitor card violations and notify appropriate management personnel.
- Manage the process to verify all Finance Organizational Policies, Sections 401-01 through 440-01, 450-01 through 450-07 and 470-01, are evaluated and updated as needed.
- Prepare Project Initiation Forms (PIFs) and Requests For Proposal (RFPs) in coordination with the Purchasing department; circulate as required to obtain approvals.
- Maintain assigned contract and agreement files.
- Serve as back-up recording secretary for sunshine meetings, including strategic ad hoc committees, Finance Committee, and Capital Management Committee.
- 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 recommended solutions. Prepare and conduct performance evaluation; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration, Public Administration or a related field and five (5) years of contract and /or project management related experience, or an equivalent combination of education, training and experience. Knowledge of and experience with supervising staff, document control, project management, accounting functions and contracts/agreements is required.

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 to analyze and plan projects
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Ability to present information to large diverse groups
- Demonstrate ability to maintain confidential and sensitive information
- Working knowledge of the solicitation and award process
- Working knowledge and experience in maintaining contract files and enforcing contract provisions.
- Ability to read and interpret contracts and agreements
- Demonstrated ability to work independently
- Excellent verbal and written communication skills
- Strong computer skills in Oracle Financials and Microsoft Office including, Word, Excel Outlook, PowerPoint etc.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees plus full-time extension of staff as needed
- Supervise activities of personnel involved in strategic projects

LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might 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.
- Rely upon experience and judgment to plan, research issues, evaluate data, prepare documents complete tasks and carry out responsibilities.
- 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:

Kathleen M. Sharman, CFO
box SIGN 4KL67561-1RXK69KW

Mar 11, 2024

Immediate Supervisor/ CFO Date

box SIGN 1V3Q39J4-1RXK69KW

Mar 12, 2024

Chief Executive Officer Date

Randy Hudgins
box SIGN 42KZV7VK-1RXK69KW

Mar 15, 2024

Vice President, Human Resources

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Finance Administration and Strategic Projects

Department: Finance

Date: June 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						
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:

Kathleen M. Sharman, CFO — box SIGN 4KL67561-1RXK69KW — Mar 11, 2024

Immediate Supervisor/CFO — Date

box SIGN 1V3Q39J4-1RXK69KW — Mar 12, 2024

Chief Executive Officer — Date

Natalia Londono — box SIGN 4Z79XV2Z-1RXK69KW — Mar 15, 2024

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Food and Beverage Concessions

Department: Concessions | Date: March 26, 2024

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

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

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

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

RESPONSIBILITIES (continued)

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Administrative Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Food and Beverage Concessions

Department: Concessions Date: March 26, 2024

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Administrative Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, GIS and BIM Systems

Department: Engineering & Construction

Date: May 11, 2022

Title of Immediate Supervisor: Director, Engineering

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

	06.21.2022		6/21/22
Immediate Supervisor/Director	Date	Department Senior Director	Date
	6-24-22		
Sr. Director, HR & Risk Management	Date		

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, GIS and BIM Systems

Department: Engineering & Construction

Date: May 11, 2022

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 6-21-22

Department Senior Director — Date: 6/21/22

Human Resources - Compensation — Date: 6/22/2022

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Human Resources (Benefits & Compensation)

Department: Human Resources

Date: July 22, 2024

Title of Immediate Supervisor: AVP, Human Resources

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Vice President, Human Resources Date	Chief Administrative Officer Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Human Resources (Compensation & Benefits)

Department: Human Resources Date: July 22, 2024

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

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

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

SUPERVISOR COMMENTS:

VP, Human Resources Date

Chief Administrative Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Human Resources (Recruitment)

Department: Human Resources | Date: May 2, 2024

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Aug 19, 2024

Immediate Supervisor — Date

Aug 20, 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

Manager, Human Resources (Recruitment)

Department: Human Resources

Date: May 2, 2024

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

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

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

SUPERVISOR COMMENTS:

Kristal Mendez — box SIGN 4ZQJ8778-4KY57YQP

Aug 19, 2024

Immediate Supervisor — Date

Randy Hudgins — box SIGN 42KZV7VX-4KY57YQP

Aug 20, 2024

Vice President, Human Resources — Date

Natalia Londono — box SIGN 4Z79XV2Z-4KY57YQP

Aug 20, 2024

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, IT Infrastructure

Department: Information Technology

Date: September 5, 2019

Title of Immediate Supervisor: Chief Information Officer

Pay Level: L33

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor/CIO Date

Chief Operating Officer 9-26-2019 Date

Sr. Director, HR & Risk Management 10-3-19 Date

FLSA: Exempt

EEO Category: Officials and Administrator

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, IT Infrastructure

Department: Information Technology

Date: September 5, 2019

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor/CIO — Date

Chief Operating Officer — 9-26-2019 — Date

Human Resources - Compensation — 9/30/19 — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Information Technology Projects

Department: Information Technology

Date: September 11, 2019

Title of Immediate Supervisor: Chief Information Officer

Pay Level: L33

POSITION SUMMARY: Responsible for the oversight of Information Technology (IT) related projects, contracts and department budgets. Manage the strategic planning and successful execution of projects from inception to final product. Apply understanding of project requirements, targets and goals, confirming system quality and conformance to standards. Lead the department budget planning, forecasting, performance analysis and reporting process.

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

- Manage the strategic planning and successful execution of projects from inception to final product, maintain smooth and effective workflows and meet established deadlines within budget. Develop project timelines based on strategic prioritization, planning and resource utilization. Review project deliverables for completeness, quality, and compliance with established standards.
- Determine the definition and implementation of best practices related to the assigned programs / projects; determine and/or formalize functional interfaces and performance requirements; define and/or assess current and desired states, trends, issues and options.
- Identify issues; manage executive team's expectations, and offer recommendations for creative solutions or workarounds based on knowledge of priorities, development roadmap, and contributing factors. Manage project budget schedule.
- Manage the department budget and financial process. Implement financial controls, planning, forecasting, conducting performance analysis and reporting as needed.
- Liaison with Purchasing and Finance departments to manage the IT cost control processes.
- Develop or re-tool business processes to support current department financial activities.
- Manage the Common Use Passenger Processing System (CUPPS) and Common Use Self Services (CUSS) contracts and associated projects. Oversee contracted staff that support and maintain all Greater Orlando Aviation Authority (GOAA) Common Use equipment.
- Oversee IT Contracts and Professional Services delivery processes and procedures.
- Facilitate the planning and prioritization of IT projects based on budget and IT Governance directives.
- Review and evaluate opportunities to improve the project management best practices in order to achieve higher maturity in Project Portfolio Management (PPM)
- Prepare project and/or financial presentations, reports and other materials adapted to the needs of a range of audiences and interests
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Computer Science, Engineering or related field and seven (7) years experience in budget analysis and project management on a broad spectrum of Information Technology products and services, or an equivalent combination of education, training and experience. Experience with technical alternatives and basic knowledge of emerging technologies required. Supervisory/leadership experience required. Advanced degree preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Ability to prepare business case and recommendations to management
- Excellent oral and written/grammar communication skills

- Project management skills
- Basic negotiation skills
- Proven track record on managing enterprise projects successfully, exhibiting good judgment
- Excellent organization skills; demonstrated ability to prioritize and effectively handle multiple projects
- Strong analytical, quantitative, problem-solving skills and the ability to manage changing priorities
- Ability to analyze systems and data
- Must maintain professionalism and diplomacy at all times while interacting with Information Technology teams, contracted staff. and customers
- Ability to read and interpret contracts and agreements
- Strong leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

- High degree of independence, minimal supervision - extensive latitude in initiative, judgment and authority
- Participate in decisions and development of procedures that affect IT systems. High level of technical problem-solving skills
- Judgment required to assess, analyze, research, and summarize technical data and processes, and develop/recommend direction, solutions.

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APPROVAL SIGNATURES:

J. Newsome

Immediate Supervisor/CIO Date

Chief Operating Officer 9-27-2019 Date

Kathy E Bond 10-3-19

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Information Technology Projects

Department: Information Technology

Date: September 11, 2019

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor/CIO — Date

Chief Operating Officer — 9-27-2019 — Date

Human Resources - Compensation — 9/30/19 — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Land Use & Transportation Planning

Department: Planning & Environmental

Date: April 12, 2023

Title of Immediate Supervisor: Senior VP, Multi-Modal Planning & Environmental

Pay Level: L29

POSITION SUMMARY: Serve as the Greater Orlando Aviation Authority's (GOAA) primary staff member for land use and multi-modal transportation planning matters. Work closely with airport stakeholders as well as local, state, and federal agencies to confirm and maintain airport development projects are completed efficiently and effectively based on strategic thinking and technical analyses. Coordinate activities with local governments and other agencies while providing direction and advisory support for GOAA actions relative to transportation and land development projects, master planning, rail and multimodal planning.

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

- Develop, implement, and update the Planning related aspects of the land development projects, master planning, rail and multimodal planning, and select GOAA projects from inception to final design, bid and award. Work is performed in close coordination with department staff, general and continuing consultants, legal counsel and end users.
- Prepare conceptual and layout plans, construction project cost estimates, drawings and studies for the development of land development projects, master planning, rail and multimodal planning. Conduct site visits as needed.
- Coordinate with local governments relative to Growth Management plans, DRI's, Entitlements, Master Development plans and similar activities.
- Direct consultants in the preparation of planning and engineering projects related to on-airport facilities serving highways, road access, and intermodal transportation needs. Skills include knowledge of traffic modeling techniques.
- Work on wide range of real estate issues with other local governments. May include land sales or swaps for new off-airport road projects and rights-of-way, obtaining applicable FAA and FDOT approvals, etc.
- Serve as advisor for Authority Board representative at MPO ("MetroPlan Orlando") meetings and represents GOAA interests on the MetroPlan Transportation Technical Committee and Plans & Programs Subcommittee.
- Interpret local regulatory agency requirements for departments and GOAA senior staff relative to Transportation and Land Planning and Development issues which relate to their projects.
- Represent GOAA interests in local meetings and matters involving various planning agencies related to transportation systems planning (especially roads, rail, and mass transit) and land development.
- Coordinate contracted services for consulting firms providing services related to transportation planning and land development studies and analysis for Orlando International and Orlando Executive Airports.
- Manage update of Authority's property maps, boundary surveys, easements and right-of way vacations.
- Monitor and verify availability of resources for planning projects, reconciles planning budget with the associated projects.
- Provide staff support to advisory committees and quality control on planning/engineering related studies.
- Remain current on changing regulatory issues in the field; review and comment on pending/proposed federal and state agency rulings.
- Serve as the Aviation Authority representative in aviation industry functions.
- Coordinate planning for various on-site aviation industry functions and activities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Urban Planning, Engineering or related degree, and six (6) years directly related experience in transportation, or land use planning for a consulting firm and/or a medium to large hub airport, or an equivalent combination of education, training and experience. Require a thorough understanding of both theoretical and practical aspects of land use and transportation planning.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Detailed knowledge of land use and transportation planning, local regulations, requirements and procedures
- Knowledge of next generation mobility concepts, such as, autonomous vehicles, advanced air mobility, mobility as a service.
- Detailed knowledge of the theories, methods and procedures involved in airport or urban planning, including knowledge of FAA Advisory Circulars, planning requirements and design standards, including land development principles and practices.
- Considerable knowledge of the principles and practices of airport and comprehensive planning, including knowledge of the principles and practices of public capital improvement programs, budgeting, facilities, regional strategic economic development and transportation planning.
- Ability to integrate land use, urban design and multi-modal transportation perspectives in review, coordination and development of public improvement projects.
- Knowledge of Growth Management, DRI's and Entitlement programs
- Knowledge of federal, state and local environmental land use laws and ordinances applicable to airports.
- Excellent written and oral communication skills and the ability to communicate technical information
- Excellent planning, organizational and interpersonal skills
- Strong attention to detail and multitasking skills
- Intermediate computer skills and Microsoft Office programs required
- In-depth knowledge and experience of business research methods, and relevant computer applications.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- AICP certification is preferred
- Relevant professional accreditations and/or AAAE desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Manage the work of staff extension personnel and oversee the work of outside consultants

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

- Work independently, with little supervision or direction; substantial latitude in initiative and judgment
- Apply knowledge and expertise relative to Transportation and Land Development issues in developing responses to regulatory agency requests for information/coordination of both on-site and off-site property
- Manage plans and programs related to airport transportation development
- Position exercises judgement and leadership of the Authority consultants and contractors coordinating activities involving phases of work of primary importance
- Frequent public and outside business contacts and must represent GOAA's interests with consistent credibility
- Require a clear and complete understanding of relevant policy, procedure, contracts, legislation, and regulations in order to interpret and communicate them for staff, tenants and current and potential users of Authority resources.
- Coordinate inspections and activities, set up performance standards, refer unusual problems, evaluate compliance with policies programs

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

APPROVAL SIGNATURES:

Immediate Supervisor/SVP — 4/20/23 Date

Chief Executive Officer — 4/20/23 Date

Vice President, Human Resources — 4/25/23 Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Land Use & Transportation Planning

Department: Planning & Environmental

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

SUPERVISOR COMMENTS:

Immediate Supervisor/SVP — 4/20/23 — Date

Chief Executive Officer — 4/20/23 — Date

Human Resources - Compensation — 4/20/23 — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Life Safety Systems

Department: Maintenance

Date: April 28, 2021

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts

Pay Level: L29

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

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

APPROVAL SIGNATURES:

6-3-21
Department Director Date

06-07-2021
Chief of Operations Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Life Safety Systems

Department: Maintenance

Date: April 28, 2021

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

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

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

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather				X		2
Noxious Fumes					X	1
Chemicals				X		2
Insects					X	1
Heights, Confined Areas				X		2
Excessive Noise					X	1
Other						

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

SUPERVISOR COMMENTS:

Department Director — Date: 6-3-21

Chief of Operations — Date: 06-07-2021

Human Resources - Compensation — Date: 6/11/2021

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Maintenance Budgets & Contracts

Department: Maintenance

Date: July 25, 2018

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Steven S. Pins 8/14/18
Immediate Supervisor Date

Department Director 8/14/18
Date

Kathy Bond 8/23/18
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

Manager, Maintenance Budgets & Contracts

Department: Maintenance

Date: July 25, 2018

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

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

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

SUPERVISOR COMMENTS:

Steven S. Pure 8/14/18

Immediate Supervisor Date

Department Director 8-14-18

Date

Cathy Vaure 8/14/18

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Maintenance Contracts (Fleet Mgmt)

Department: Facilities | Date: November 7, 2023

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

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

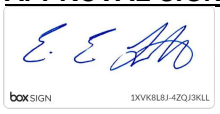
LATITUDE AND/OR INDEPENDENT JUDGEMENT: *(Include examples of situations where this position might position might exercise independent and make decisions)*

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

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

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

APPROVAL SIGNATURES:



Nov 10, 2023

Immediate Supervisor/AVP Date

Nov 10, 2023

Department Vice President Date

Nov 13, 2023

Chief of Operations Date

Nov 13, 2023

Chief Operating Officer Date

Nov 14, 2023

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Officials and Administrator

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Maintenance Contracts (Fleet Mgmt)

Department: Facilities

Date: November 7, 2023

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

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

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

SUPERVISOR COMMENTS:

box SIGN 1XVK8L8J-4ZQJ3KLL

Nov 10, 2023

Immediate Supervisor/AVP Date

Gary M. Hunt

box SIGN 46KZ55Y1-4ZQJ3KLL

Nov 10, 2023

Department Vice President Date

box SIGN 1R6ZLY3Z-4ZQJ3KLL

Nov 15, 2023

Vice President, Human Resources Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Maintenance Contracts (Interiors/Landscape)

Department: Maintenance

Date: October 4, 2022

Title of Immediate Supervisor: Assistant Director, Maintenance Contracts

Pay Level: L29

POSITION SUMMARY: Responsible for the planning, organization, and management of airport wide interior and exterior terminal refurbishment projects for existing facilities from inception through completion. Provide leadership coordination to maintenance teams involved in the overall facility appearance and maintenance improvements. Develop and oversee the administration of contracts relating to Interiors and Landscaping services for the overall appearance and upkeep of the Orlando International Airport. Direct contract maintenance activities using a combination of in-house personnel and service contracts. Review proposed projects for interior finishes, exterior landscapes and hardscapes, maintaining compliance with all applicable standards and codes. Manage design reviews and acceptance of construction projects and maintain conformance of safety requirements and regulatory codes, and maintainability of landscaping, hardscaping and interior finishes.

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

- Manage the 24 hour Interiors/Landscaping operations, including development, modification, implementation, repair, and 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
- Monitor facility appearance and conditions; direct appropriate maintenance or contractor personnel to address any discrepancies noted; coordinate with other maintenance managers as needed.
- Identify maintenance needs, plan and organize projects, develop schedules, coordinate contract maintenance activities, and provide input for renewal and replacement programs. Monitor and control personnel requirements and performance, equipment and material needs, and budget expenditures to maintain effective and efficient maintenance of assigned areas.
- Continuously evaluate procedures and practices, create and update new goals, objectives and strategies, making recommendations to upper management for achieving high quality and quantity or work at the most reasonable cost.
- Perform routine site inspections of assigned areas to verify required services are being completed.
- Review, study, and interpret architectural drawings, plans, and specifications for proposed projects prior to the bidding process; review 'as-built drawings' for accuracy and completeness. Develop technical specifications, initiate the procurement process, and participate through contract award.
- Serve as the Authority's Authorized Representative (AAR) for the performance of specified contracts. Develop and oversee the administration of contracts relating to Interiors and Landscaping.

- Establish and confirm minimum standards for all building interior projects have been met. Verify compliance with applicable Federal, State, and local codes, OSHA standards and NFPA regulations, including compliance with FAR, FAA, and security regulations while operating in the airport operating areas.
- Survey new and existing buildings to verify compliance with approved plans and specifications, safety laws, and standards; make recommendations for major alterations, replacements, or repair work when warranted or where hazardous conditions exist.
- Plan the work of the Interiors and Landscaping areas; determine and establish manpower needs.
- Supervise employees in assigned 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 administer disciplinary action as needed. Provide for the safety and security of the work area.
- Investigate problems and develop solutions in area of responsibility. Confer with supervisory staff and interface with other GOAA departments, tenants, airlines, consultants, and contractors regarding Interiors related problems and resolutions.
- Responsible for the development and administration of department budgets for assigned areas.
- Remain current on all GOAA emergency response procedures and verify proper response as required.
- Establish and maintain records and reports appropriate to area of responsibility and complete other administrative duties as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree or an equivalent in-depth specialized training program that is directly related to the type of work being performed. Six (6) years experience in contract or project administration in a large scale operations/maintenance organization or an equivalent combination of education, training and experience. Supervisory experience managing multiple alterations, maintenance, and construction projects required. Airport experience desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of building codes, electrical, mechanical, and plumbing systems is desirable
- Ability to read, understand, and enforce contract specifications, project documents and drawings on a performance based contract
- Knowledge of federal, state, and local codes in assigned areas of responsibility.
- Able to effectively manage multiple projects simultaneously.
- Analytical and problem-solving skills, attention to detail and a high degree of proactive/reactive ability
- Intermediate computer-use skills, with emphasis on use of Microsoft Office programs required. Knowledge of Computerized Maintenance Management Systems, Geographic Information Systems, and Computer Aid Design programs 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 (3) three 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 minimal supervision or direction
- High level of latitude in initiative, judgment, and authority
- May require negotiating skills
- Coordinate operations and activities of projects in Construction, Landscaping, and Interiors, provide counsel for problems, evaluate performance and compliance with project and program objectives.
- Participate in decisions and development of procedures that affect the day to day operations of the Maintenance Interiors and Landscaping Division
- Interpret existing regulations and policies applicable to daily decision making for the Maintenance Department
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, as well as hire, transfer, promotion, and termination of staff.
- Responsible for decisions with high monetary impact relating to all issues pertaining to the planning, use, and operation of assigned areas
- Interpret contract language

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

APPROVAL SIGNATURES:

Immediate Supervisor — 11/8/2022 Date

Department Director — 11/8/2022 Date

Chief of Operations — 11-16-2022 Date

Director, Human Resources — 11/16/22 Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Maintenance Contracts (Interior/Landscape)

Department: Maintenance

Date: October 4, 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		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:

Immediate Supervisor — 11/8/2022 Date

Department Director — 11/8/2022 Date

Human Resources - Compensation — 11/16/22 Date

JOB DESCRIPTION

Job Title: Manager, Maintenance Contracts

Date: September 26, 2017

Department: Maintenance

Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Director, Maintenance

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

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

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

RESPONSIBILITIES (continued):

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

EDUCATION / EXPERIENCE REQUIREMENTS:

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

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

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor	Date 10/2/17
Department Director	Date 9-28-17
Senior Director, Human Resources and Risk Management	Date 10-2-17

Job Description Supplement
Physical Requirements and Working Conditions

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

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor — Date: 10/2/17

Department Director — Date: 9-28-17

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Marketing Services

Department: Marketing & Air Service Development

Date: October 13, 2021

Title of Immediate: Assistant Director, Marketing Services & Analytics

Pay Level: L29

POSITION SUMMARY: Manage Orlando International Airport (MCO) marketing and incentive programs. Develop and recommend advertising campaigns to support the airport's airlines, marketing, parking and hotel operations. Manage contracts associated with creative agencies responsible for creating, developing, and publishing marketing materials aligned with the Greater Orlando Aviation Authority's (GOAA) marketing 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:*

- Manage the Air Service Incentive Program (ASIP) including but not limited to processing applications and agreements; approving marketing plans and creative; reviewing reimbursement requests; tracking and reporting on each agreement; verify compliance with plan requirements and FAA Guidelines; accurate and timely recordkeeping.
- Develop marketing strategies upon request by the Senior Director to strengthen Air Service Development efforts.
- Collaborate with Assistant Director to update and maintain the annual Marketing Plan, track progress and make any necessary adjustment to achieve departmental objectives.
- Develop and manage the department's annual advertising schedule and budget.
- Develop and recommend advertising campaigns to support the airport's airlines, marketing, parking and hotel operations; implement approved campaigns including contract management, negotiation of terms and price; collaboration on creative development, oversee production and execution for marketing media and evaluate the impact of marketing programs in achieving their stated objectives.
- Manage Authority's billboard inventory; develop advertising campaigns, using contract agency as applicable, to support airlines/routes/other business units.
- Identify and analyze strategic partner relationships for marketing/sponsorship opportunities for MCO.
- Create and publish marketing materials in line with marketing plans. Research and procure promotional items.
- Monitor and evaluate all relevant marketing trends as it relates to air travel and airports.
- Work with other GOAA departments, creative agencies and media providers to coordinate integrated marketing campaigns with consistent branding and messaging across television, radio, print digital, billboards, posters, social media, and other channels as needed.
- Research and procure promotional items.
- Contribute to the content and production of the marketing department quarterly newsletter.
- Represent GOAA and the Marketing & Air Service Development Department at industry related meetings & events.
- Perform other duties as required.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Marketing, Management, Sales or related field and four (4) years' experience in marketing, advertising, aviation/tourism sales and communications, or an equivalent combination of education, training and experience. Knowledge of airline/aviation marketing industry desired.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Experience building and executing integrated marketing campaigns
- Strong project management skills

- Strong research and analytical skills as relates to target markets/demographics, digital marketing analytics, cost per impression, etc.
- Strong creative skills
- Meticulous attention to detail and numerical aptitude
- Excellent oral and written communications skills
- Professional communications skills to perform effectively as a team member and with clients/vendors
- Proficiency in MS Excel, Word, PowerPoint, PhotoShop, InDesign, Illustrator
- Able to prioritize, work independently, manage multiple assignments and meet deadlines
- Able to communicate clearly in English; multi-language skills desired

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Driver's License

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

- Work with high degree of independence with little supervision or independence – substantial latitude in initiative, judgement, and authority
- Evaluate, analyze, design and initiate appropriate actions
- Judgement required in identifying opportunities and creating/executing marketing strategies
- Exercise judgment in prioritizing completion of simultaneous projects

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

	1/14/2022		3-17-2022
Immediate Supervisor	Date	Sr. Director, HR & Risk Management	Date
	1/10/22		
Senior Department Director	Date		

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Marketing Services

Department: Marketing & Air Service Development

Date: October 13, 2021

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 1/14/2022

Senior Department Director — Date: 3/14/22

Human Resources - Compensation — Date: 3/15/22

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Parking Operations

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

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately thirteen (13); oversees approximately 250 contracted personnel

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor	9/21/18 Date	Department Director	SEP 21, 2018 Date
Department Senior Director	09/21/2018 Date	Sr. Director, Human Resources & Risk Mgmt	9-27-18 Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Parking Operations

Department: Parking Operations & GT Services

Date: September 7, 2018

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor — Date: 9/21/18

Department Senior Director — Date: 09-21-2018

Human Resources - Compensation — Date: 9/24/18

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Payroll

Department: Finance

Date: September 9, 2022

Title of Immediate Supervisor: Assistant Director, Finance

Pay Level: L29

POSITION SUMMARY: Manage the payroll functions of the Greater Orlando Aviation Authority (GOAA) to include compliance with policies and procedures; review month-end and year-end schedules including schedules prepared for the Annual Comprehensive Financial Report; design, test and implement automated solutions for payroll applications. Provide department management with up to date information, data and reports. Work closely with Human Resources on payroll edits and reporting. Prepare monthly and annual recording and reporting of the pension plans and Other Post-Employment Benefits (OPEB). Responsible for the development of internal controls.

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

- Manage the payroll process including time and attendance processing as well as review of payroll. Verify compliance with current governmental regulations relating to payroll.
- Establish and review payroll process to maintain adherence to the Authority's policies and procedures and that internal controls are designed and operate effectively to prevent or detect and correct misstatements on a timely basis and safeguard the assets of the Authority.
- Confirm proper recording and reporting of payroll expenditures and related liabilities. Analyze expenditures for budgetary issues.
- Review reports generated by Payroll for reconciliation, journal entry, monitoring and reporting purposes. Review reconciliation of related Payroll accounts to the General Ledger.
- Review payroll related wire transfers and vendor's request for payment.
- Review the bi-weekly leave of absence/workers' compensation schedule to verify accuracy.
- Responsible for the recording of the monthly pension transactions, preparation of financial statements and related schedules and payments. Perform analysis of various general ledger accounts and verify that any reconciling items are resolved timely.
- Prepare the necessary documentation and schedules for the defined benefit, deferred compensation and OPEB audits.
- Prepare financial related documents for Board/Finance Committee approve related to pension and OPEB financial summaries
- Assist with the preparation of month-end schedules, fiscal year-end schedules for the Annual Comprehensive Financial Report (ACFR), and the annual budget.
- Design, test and implement automated solutions within Kronos and ADP
- Lead system implementation along with Financial Applications Team and staff training
- Serve as a project manager, department liaison, and technical expert for the payroll department
- Maintain expertise in the details of payroll laws and GOAA policy including payroll computations
- Manage calendar year-end Payroll process including preparation of W-2 for employees and reconciliation to W-2 form and general ledger.
- Supervise payroll staff. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; maintain compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Provide high level of customer service and guidance to internal/external customers to maintain the Authority's objectives.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Accounting or related field and five (5) years experience in payroll administration and financial statement preparation, or an equivalent combination of education, training and experience. Extensive experience with financial applications software required. Supervisory experience preferred. Experience with pension financial statement preparation, ADP WFN Payroll, Kronos, and custom reports highly desirable.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must possess strong interpersonal skills. Ability to deal tactfully and courteously with employees and the general public
- Demonstrated leadership/supervisory skills preferred
- Strong technical accounting skills related to payroll and pension plans
- Extensive knowledge of Microsoft Office including Word, Excel required
- Knowledge with computerized accounting systems, payroll, and time keeping systems; experience with Oracle preferred
- Strong knowledge of payroll compliance, principals and taxes
- Strong knowledge of local, state and federal payroll/tax regulations, including Fair Labor Standards Act (FLSA) rules
- Knowledge of garnishment, child support and levy processes
- Knowledge of electronic timekeeping and payroll processing services
- Ability to handle multiple responsibilities with various financial areas
- Excellent verbal and written communication skills
- Strong technical accounting skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

- Work independently with limited supervision and direction- high level of initiative, judgment, and authority
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Review financial and accounting reports and initiate appropriate action
- Make some payroll policy decisions and procedural changes and interpretation of applicable payroll pronouncements.
- Interpret all aspects of policy and procedure

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

APPROVAL SIGNATURES:

Elsie Alfonso 9.30.22
Immediate Supervisor Date

Marie Dunn 9/30/22
Department Director Date

Karen M. Shannon CFO 10/4/22
Chief Financial Officer Date

Harry E Bard 10-18-22
Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Payroll

Department: Finance

Date: September 9, 2022

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

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

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

SUPERVISOR COMMENTS:

Elsie Alfonso 9.30.22
Immediate Supervisor Date

Marie Dennis 9/30/22
Department Director Date

Cathy Vram 10/4/2022
Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Plant Maintenance

Department: Facilities | Date: September 27, 2023

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Sep 28, 2023

Immediate Supervisor — Date

Oct 18, 2023

Department Vice President — Date

Oct 18, 2023

Chief of Operations — Date

Oct 18, 2023

Chief Operating Officer — Date

Oct 18, 2023

Vice President, Human Resources — Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Plant Maintenance

Department: Maintenance

Date: September 27, 2023

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

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

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

SUPERVISOR COMMENTS:

Jeffrey Daniels
box SIGN 13LV555V-4YWYRR8P

Sep 28, 2023

Immediate Supervisor — Date

Gary M. Hunt
box SIGN 46KZ55Y1-4YWYRR8P

Oct 18, 2023

Department Vice President — Date

Cathlynn Vianna
box SIGN 1R6ZLY3Z-4YWYRR8P

Oct 18, 2023

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Project Controls

Department: Engineering & Construction

Date: May 16, 2022

Title of Immediate Supervisor: Assistant Director, Project Controls

Pay Level: L29

POSITION SUMMARY: Responsible for the day to day management of engineering and construction project cost controls from start-up through closeout phases on all engineering and construction contracts, various studies, environmental items, continuing consultant selection, and other work items. Prepare and monitor departmental budget. Manage and track departmental capital funded projects and procurement processes. Administer the Integrated Project Management System (iPro). Manage the business process analysis and improvements process and the Florida State Statutes (Sunshine Committee) process. Work closely with consultants, contractors, external agencies, and Aviation Authority staff.

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

- Prepare, monitor and track the Planning, Engineering, Environmental and Construction's Capital and O&M budgets and submittal process. Identify funding issues and work with Finance to determine appropriate funding sources. Review all financial transactions for proper allocation of funds and compliance with policies and procedures. Monitor both Construction Committee and Professional Services Committee agendas to confirm that the appropriate O&M funding sources have been used. Work with key department personnel to develop and maintain tools to effectively manage cost controls for projects and expenditures. Monitor budgets, detect and report deviation trends, and generate cost forecasts based on historical data. Confirm proper allocation and utilization of funds.
- Identify potential available funding sources for any unbudgeted projects as needed. Guide staff in developing and submitting Construction Finance Oversight Committee agenda items and associated backup for approval to use unallocated funds. Perform interim project cost updates and project cost/funding analysis as requested.
- Oversee the processing of invoices, project-specific pay applications, direct pays, and service receipts, and associated reporting. Monitor submission of department requisitions in Oracle Financial system, and timely conversion to purchase orders. Responsible for publishing and verify the data integrity of quarterly and annual reports for professional services and construction contracts for amounts paid/awarded. Monitor all EPs, Single Source, and Sole Source procurements in SharePoint K2 site to maintain compliance with GOAA policies and procedures. Manage all associated documents and EP billings.
- Coordinate with Finance for FDOT draws on construction projects. Prepare project status form, compile required backup, obtain appropriate signature, and return to Finance for submission.
- Manage the project start-up process. Confirm requests are prepared and executed in a timely manner through the SharePoint workflow and verify project accounts and funding are in place prior to related approvals and billings.
- Manage the project close-out process. Oversee coordination with Finance for closing any associated purchase orders, contracts, or projects. Verify all consultants validate final billing prior to authorizing associated purchase orders be reduced to actuals and closed, and available remaining balances returned to the program budget.
- Oversee the preparation of advertisements and submission requirements for Invitations for Bids and Requests for Qualifications/Letter of Interest for contractor and consultant selection including continuing contractors and consultants, in accordance with GOAA policies and procedures as well as Florida State Statutes (including CCNA as necessary). Review advertisements and submission requirements prepared by others for compliance prior to publication. Work with Purchasing on selections for non-construction professional services.
- Provide information and documentation as needed for audits, public records requests, or other reviews. Investigate issues and develop solutions in areas of responsibility as required. Work closely with Finance to provide any documentation needed for yearly audit. Compile and provide any documents requested by Internal Audit. Assist Records Coordinator, as needed, to compile contractual and financial documents for public records requests.

- Monitor the administrative support processes for select Sunshine committees to include Construction Committee, Professional Services Committee and Design Review Committee. Verify timely preparation and issuance of agendas and meeting minutes, and associated posting/upload/archive to SharePoint and website.
- Manage the Engineering and Construction iPro. Develop custom reports/queries/worksheets and provide data analyses on results. Design and prepare monthly and quarterly reports for Engineering and Construction projects based on the various databases and Oracle Financial information. Act as liaison with IT and iPro development/ programming team regarding document criteria, functionality and reporting enhancements in iPro. Troubleshoot and validate any programming repairs or changes. Perform iPro administrator functions, verify data integrity, maintain user roles and permissions, and look-up datasets.
- Develop and implement SharePoint workflows. Perform administrator functions and maintain permissions for SharePoint sites managed by the Engineering and Construction Department. Manage the startup package, field change order, and scope modification workflow approvals. Analyze construction processes and data/file structures to maximize effective use of the SharePoint system.
- Perform continuous business process analyses and recommend improvements. Maintain Business Continuity Plan documents; upload new relevant information/documentation.
- Supervise the work of assigned employees and contracted personnel. Complete annual performance evaluations, and recommend disciplinary action. Approve time sheets, monitor and track employee time, sick, vacation, leaves of absence, etc. Participate in interviews, with hiring/promotion recommendations given particular weight. Provide new employees with training and orientation.
- Interpret contract documents to monitor compliance, verify that agenda requirements are met, and to interpret requests.
- Serve as a backup to the Assistant Director, Project Controls, and Manager, Contracts and Grants, when required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Advanced knowledge of Microsoft Office system and Visio, and advanced experience with Adobe Acrobat Pro required.
- Knowledge of Oracle Financial system, IPro database, and Document Management system (SharePoint) preferred.
- Demonstrated knowledge of job costing and cost accounting.
- Organizational skills to manage multiple and diverse activities and projects.
- Able to interpret detailed information and provide analysis to senior management.
- Excellent oral and written communication skills, as well as interpersonal skills.
- Able to develop and implement policies and procedures.
- Demonstrated attention to detail.
- Knowledge of related construction, design, legal and scientific terms is preferred.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees, as well as indirect oversight of contracted staff

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

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

17 May 2022
Immediate Supervisor Date

5/19/22
Department Senior Director Date

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

Manager, Project Controls

Department: Engineering and Constructions

Date: May 16, 2022

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

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

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		2
Walking				X		2
Sitting		X				2
Lifting: 0 – 20 lbs					X	2
20 – 50 lbs					X	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:

17 May 2022

Immediate Supervisor — Date

5/19/22

Department Senior Director — Date

5/24/2022

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Purchasing

Department: Purchasing

Date: July 14, 2020

Title of Immediate Supervisor: Assistant Director, Purchasing

Pay Level: L29

POSITION SUMMARY: Plan, organize, direct and coordinate the purchase activities of goods and services, furniture fixtures and equipment (FF&E) for construction related projects, IT technology related software, materials, supplies, equipment and services. Responsible for material control activities and fixed asset management including disposal of surplus and lost and found items. Maintain optimum use of warehouse space and the protection of resources through effective material management practices.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not 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 activities and workload of assigned Purchasing personnel. Manage requisitions, Purchase Order and Blanket Purchase Agreement processing to maintain adherence to legal requirements and Authority financial and procurement policies and procedures, applicable codes, laws and statutory requirements, as well as ethical standards.
- Exercise the approval authority delegated to the position by the Authority through the Operational Procedures (Section 450).
- 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. Draft and recommend changes to Authority Purchasing Policy.
- Manage the coordination of the development of specifications for goods and services to be purchased and determine the procurement method. Maintain a file of documents and processes that have resulted in successful awards.
- Confirm Purchase Order files are reviewed and properly maintained to protect the Authority's interests and rights under each award and in accordance with applicable law and Authority policy.
- Verify the use of effective material management practices to maximize existing warehouse space, to facilitate the protection of resources, and to maintain a sensible balance between storing goods for issue and just-in-time deliveries to meet the needs of the Authority in the purchase, delivery, and availability of goods.
- Maintain and provide year end statistics for Material Control and Goods and Services purchases.
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm the compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Oversee performance evaluation process for areas of responsibility. Manage approval of time sheets in electronic timekeeping system.
- Oversee the Capital expenditure procurements for the hotel facility.
- Advise supervisor of issues requiring executive management attention or assistance.
- Remain current in knowledge of procurement principles, theories, procedures, methods and processes, and demonstrate proficiency in their practical application.
- Promote and maintain a high level of customer service for both internal and external customers.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor 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 supervisory, administrative or management capacity, 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 system preferred
- Basic negotiation skills
- Demonstrated leadership skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current certification as a Certified Purchasing Manager (C.P.M.), Certified Public Procurement Officer (CPPO), Certified Professional Public Buyer (CPPB) or an equivalent certification is required

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately 9 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 organize and plan, research issues, evaluate data, prepare documents, complete tasks and carry out responsibilities
- Manage staff to include; planning and administration of training, scheduling, and performance evaluation
- Complete and oversee solicitations and award process
- Work independently with little supervision or direction. Substantial latitude in initiative, judgment, and authority
- Responsible for decisions with high monetary impact
- 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:

Denise K Schneider 7/21/2020
Immediate Supervisor Date

Kathleen M. Sharman, CFO 7/24/2020
Chief Financial Officer Date

Kathy E Bond 8/26/2020
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

Manager, Purchasing

Department: Purchasing

Date: July 14, 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				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:

Denise K Seaman 7/21/2020

Immediate Supervisor Date

Chief Financial Officer 7/27/20

Date

Cathy Vann 7/24/20

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Records Administration

Department: Executive Administration

Date: July 16, 2021

Title of Immediate: Chief Administrative Officer

Pay Level: L28

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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APPROVAL SIGNATURES:

Immediate Supervisor/CAO Date 7-20-21

Chief Executive Officer Date 7-20-2021

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

Manager, Records Administration

Department: Executive Administration

Date: July 16, 2021

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

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

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

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

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

SUPERVISOR COMMENTS:

7-19-21
Chief Administrative Officer — Date

7-20-2021
Chief Executive Officer — Date

7/27/2021
Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Rental Car Concessions

Department: Concessions

Date: January 24, 2023

Title of Immediate Supervisor: Vice President, Concessions

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

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

This Job Description is intended to be comprehensive and to provide details of the position for which it has been written. However, this Job Description is not intended to limit any of the duties, responsibilities or activities that may be required of the employee who 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: 01.25.23

Chief Administrative Officer — Date: 1-27-23

Vice President, Human Resources — Date: 1/31/23

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Rental Car Concessions

Department: Concessions

Date: January 24, 2023

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

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

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

SUPERVISOR COMMENTS:

Tracy C. Harris 01-25-23

Immediate Supervisor Date

Chief Administrative Officer 1-27-23

Date

Angela Mendoza 1/31/2023

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Retail Concessions

Department: Concessions | Date: March 26, 2024

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

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

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

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

RESPONSIBILITIES (continued)

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

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business, Finance, Real Estate or Public Administration, or in a directly related field and five (5) years of experience related to retail concessions, lease management, contract administration and operations, or an equivalent combination of related training, education and experience. Experience using property and contract management software applications, drafting concession agreements, commercial leases and formal business letters required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge and understanding of the airport concessions or retail industry in a large multi-unit campus environment, including the knowledge of display techniques, merchandising, and methods for driving sales
- Demonstrated ability to read and write commercial leases and concession agreements effectively and efficiently
- Demonstrated ability to interpret contractual language, including concession agreements, service contracts, amendments, leases, and other real estate documentation.
- Ability to read, understand and interpret local and federal regulations, certifications, registrations, licensing, and operational procedures
- Knowledge of standard space management practices and techniques to assist clients in developing space requirements; layouts, designs, and timetables for build-out of space
- Demonstrated ability to plan, prioritize, organize, schedule, and manage to completion multiple projects at the same time.
- Excellent interpersonal, communication, public presentation and written skills and ability to effectively interact with domestic and international corporate customers, including legal, financial, professional, technical and non-technical individuals
- Proficiency in Microsoft Office Suite or similar applications and property management software to perform business, financial and operational analysis, prepare and make presentations
- Demonstrate team leadership, integrity, ingenuity, and inventiveness in the performance of assigned tasks and represent the Aviation Authority in a professional manner
- Ability to quickly identify issues, resources and alternatives, build consensus, recommend suggested courses of action and implement decisions
- Must have the ability to work in a dynamic environment interacting regularly with corporate executives, local and federal officials.
- Ability to serve as the Aviation Authority's liaison and tenant advocate to resolve conflicting interests and guarantee optimal solutions acceptable to all parties in a timely manner.
- Advanced knowledge of contracts and contract negotiation and management.
- Flexibility of schedule to visit tenant areas during non-standard work hours, which may include occasional holidays and weekends.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license required
- Certified Property Manager or similar industry certification preferred.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

- Considerable independence in judgement and initiative in decision making regarding tenant compliance with agreement terms and financial requirements.
- Must be able to meet deadlines, create ad-hoc reports for management.
- Establish general operating procedures, quality and quantity of work in an area of responsibility.

- Frequent day to day customer contacts in which Aviation Authority's policies and procedures must be consistently and accurately represented. Required to provide high standard of customer service with professionalism and efficiency.
- Possess an understanding of individual corporate protocol when communicating, negotiating, or interacting with sophisticated corporate representatives.
- Must have a solid understanding of the Aviation Authority's mission, goals and objectives.

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

APPROVAL SIGNATURES:

Immediate Supervisor Date

Chief Administrative Officer Date

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Mid-Level Officials and Managers

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Retail Concessions

Department: Concessions Date: March 26, 2024

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor Date

Chief Administrative Officer Date

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Risk Management

Department: Risk Management

Date: September 10, 2023

Title of Immediate Supervisor: Vice President, Risk Management

Pay Level: L29

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Functional knowledge and understanding of risk management practices and procedures, insurance specifications, contract terms and basic accounting principles
- Excellent oral and written communication skills
- Ability to maintain professionalism, diplomacy and confidentiality at all times while interacting with the internal and external contacts to maintain the integrity of the Risk Management program
- Advanced computer skills and in-depth knowledge and experience with Microsoft Office (Excel primarily) programs required
- Attention to detail and high degree of accuracy
- Excellent analytical, problem solving, and critical thinking skills
- Advanced organizational skills required
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Risk Management or Insurance professional certifications required at time of hire or within 12 months of employment.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

- Work independently with little supervision, exercising a high level of independent judgment, initiative, authority and discretion
- Sound judgment and decision making ability are required so that risk management matters are recognized; and/or mitigated effectively for the Authority
- Analyze, research, and recommend actions that may impact significant financial factors
- Must be proactive and take initiative with respect to execution of responsibilities and achievement
- Make some decisions, procedural changes, and/or processes as it relates to risk management policies or applicable regulations

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

APPROVAL SIGNATURES:

Tricia J. Cottman

Sep 12, 2023

Immediate Supervisor/ VP Date

Chief Financial Officer Date

Randy Hudgins

Sep 27, 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

Manager, Risk Management

Department: Risk Management

Date: September 10, 2023

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

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

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

SUPERVISOR COMMENTS:

Tricia J. Cottman — Sep 12, 2023

Immediate Supervisor/VP — Date

Chief Financial Officer — Date

Caitlyn Vianna — Sep 27, 2023

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Safety Program

Department: Risk Management & Safety

Date: December 21, 2021

Title of Immediate Supervisor: Director, Risk Management

Pay Level: L29

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

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

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

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

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APPROVAL SIGNATURES:

01/20/2022

Immediate Supervisor/ Department Director Date

Sr. Director, HR & Risk Management Date

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Safety Programs

Department: Safety & Risk Management

Date: December 21, 2021

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor/Director — Date: 01/22/2022

Department Senior Director — Date

Human Resources - Compensation — Date: 1/20/22

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Security (Compliance, Contracts, Operations)

Department: Security

Date: March 1, 2024

Title of Immediate Supervisor: Assistant Vice President, Security

Pay Level: L29

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

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

- Manage the development and implementation of airport security contracts. Establish contract objectives and performance standards to comply with Aviation Authority policies and Federal Regulations.
- Monitor contract compliance of assigned contracts with emphasis on standards of service, schedules, productivity, quality control and personnel utilization; implement adjustments as needed to improve service or address changing operational needs; draft contract amendments if required.
- Verify and approve contractors' pay requests and invoices, confirming accuracy and contract compliance. Develop and monitor annual budgetary requirements. Validate project costs, repair estimates, and additional work requests outside of the contract scope.
- Serve as Greater Orlando Aviation Authority's (Aviation Authority) Authorized Representative (AAR) for assigned contracts, and act as the liaison with regulatory agencies as required. Handle customer correspondence, complaints, and inquiries.
- Review and track contracts, proposals, addendums, amendments, and other contract related documents for assigned contracts; maintain timely renewal, amendment and solicitation schedules.
- Prepare internal Aviation Authority documents such as committee and board memos, as well as external documents such as correction/performance notices to contractors. Keep accurate records/files related to contractor's performance and contact compliance.
- Provide oversight of security requirements for new construction as well as existing security systems effectiveness.
- Serve as a security liaison with Aviation Authority departments, consultants, contractors, and committee on projects that impact airport security and related regulations. Provide input to these departments and committees to confirm the airport security concerns are being addressed. Assist in reviewing and monitor technical specifications for the projects.
- Seek solutions and resolutions to issues that arise in the planning, design and construction phases that involve the Airport Security Program (ASP) and/or effect 49CFR Part 1542.
- Attend meetings on behalf of the Vice President of Security and provide status of projects as needed.
- Assist Airport Security Coordinator in the development and administration of airport's Comprehensive Security Plan, and in maintaining compliance with changing operational and regulatory requirements.
- Responsible for timely meeting of all reporting requirements. Facilitate proper response to letters of investigation, civil penalties, etc. made by TSA and investigate allegations for non-compliance. Interact with law enforcement agencies and other departments regarding investigative matters as needed.

RESPONSIBILITIES (continued)

- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; 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 degree in Criminal Justice, Management, Business Administration or related field and four (4) years experience in an airport environment managing security related contracts, or an equivalent combination of education, training and experience. Experience managing one or more airport security contracts preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

APPROVAL SIGNATURES:

E. Brian Gilliam
box SIGN 186QX7QJ-4KR572XR

Apr 2, 2024

Vice President, Security Date

Marquez A. Griffin
box SIGN 18L78R71-4KR572XR

Apr 9, 2024

Senior Vice President, Operations Date

Randy Hudgins
box SIGN 42KZV7VX-4KR572XR

Apr 10, 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

Manager, Security (Compliance, Contracts, Operations)

Department: Security

Date: March 1, 2024

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

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

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

SUPERVISOR COMMENTS:

E. Brian Gilliam
box SIGN 186QX7QJ-4KR572XR

Apr 2, 2024

Vice President, Security — Date

Marquez A. Griffin
box SIGN 18L78R71-4KR572XR

Apr 9, 2024

Senior Vice President, Operations — Date

Natalia Londono
box SIGN 4Z79XV2Z-4KR572XR

Apr 10, 2024

Human Resources - Compensation — Date

JOB DESCRIPTION

Job Title: Manager, Small Business Programs

Date: September 20, 2017

Department: Small Business Development

Grade/Level: Exempt; L29

Title of Immediate Supervisor: Director, Small Business Development

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POSITION SUMMARY: Assist the Director in the oversight of compliance with the Aviation Authority's Small Business Programs policies and procedures and in the planning and implementation of program goals. Responsible for compliance reviews and confirming that contractors meet project participation goals. Monitor payment compliance. Responsibility for regulatory compliance reporting.

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 analyses and studies to determine compliance of complex construction and professional services prime and sub-consultants with Authority requirements, program goals, policies, directives, etc. Review findings with the Director. Analyze Good Faith Efforts, and coordinate with legal counsel as needed.
- Develop strategic initiatives and processes with Engineering, Construction, Concessions and Purchasing to ensure appropriate participation, communication and implementation of the Small Business Program in these departments. Analyze bids for compliance with recommended goals and report findings to the Construction Committee.
- Ensure goal language for RFP's, bids, proposals and contracts fits business opportunities and maximizes small business participation. May participate in negotiations.
- Work with Engineering, Construction, Concessions and Purchasing departments to create summary reports of the Program's activities on at least a semi-annual basis. Submit reports to the Director and annually to the Federal Aviation Authority.
- Develop and maintain methods to track awards and accomplishments. Track payment information submitted by Primes to ensure it matches sub-consultant figures; investigate and resolve discrepancies.
- Review Letters of Interest and Statements of Qualifications for compliance and report findings
- Serve as Authority's Authorized Representative (AAR) for assigned contracts
- Supervise employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Contribute to the development and implementation of initiatives and processes that are in conformance with the Authority's established policies and objectives for the Small Business Development Program. Coordinate these efforts with Engineering and Construction.
- Perform random site visits to monitor project participation, contract compliance and certification compliance; discuss deficiencies with Prime, etc.
- Plan, organize and conduct specialized tours, briefings and formal presentations related to the Small Business Program as required. Audience may include Authority staff, Authority Board Members, committees, individuals, or outside groups who are visiting or working on the GOAA properties.
- Attend pre-bid and pre-submittal meetings, Construction, Professional Services, Concessions and Purchasing meetings to address Small Business issues.

RESPONSIBILITIES (Continued):

- Provide assistance as requested to minority, women's, and disadvantaged business enterprises by providing instructions on the Authority's bid and proposal specifications, procurement policies, and general GOAA business requirements
- Assume the responsibilities of the Director in his/her absence.
- Perform other related duties as assigned

EDUCATION/ EXPERIENCE REQUIREMENTS: A Bachelor degree related to aviation, business development, construction/engineering management or public administration, and six (6) years of aviation related work experience with a consulting firm, a construction company, a public agency, and/or an airport authority managing MWBE, LBD, SBE and SDVOBE, or an equivalent combination of education, training, and experience. Construction/engineering education or experience required. Leadership and/or supervisory experience required.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Excellent interpersonal and negotiation skills
- Proficient in the use of computers
- Must possess a strong layperson's knowledge of engineering and construction means and methods, and management principles
- Strong working knowledge of Federal, State and Local policies related to MWBE, LDB, SBE and SDVOBE and small business programs
- Demonstrate a high level of professionalism, leadership, and management ability

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's licenseCertification in a construction or engineering area desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervisory responsibility for approximately two (2) GOAA employees and oversight of assigned contracted staff

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

- Works very independently with little direction. Substantial latitude in initiative, judgment and authority.
- Assists the Director in handling the day-to-day departmental matters
- Assists the Director in the development of relevant GOAA policies and procedures on a continuing basis
- Coordinates operations and activities, implements standards of performance

APPROVAL SIGNATURES:

Immediate Supervisor — Date: 9-28-17

Executive Director — Date: 10-2-17

Senior Director, Human Resources & Risk Management — Date: 10-11-17

Job Description Supplement
Physical Requirements and Working Conditions

Position Title: Manager, Small Business Programs
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			2
Lifting A. __ 0 - 20 lbs.					X	2
B. __ 21- 50 lbs.					X	1
C. __ 51+ lbs.					X	1
Bending/Stooping					X	2
Pushing, Pulling, and/or Digging					X	1
Reaching over Head					X	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	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 Vehicles					X	3
General office equipment (computer, copier, fax, etc.)		X				3

Supervisor Comments:
Periodic site visits

Immediate Supervisor — Date: 9-28-17

Executive Director — Date: 10-2-17

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Social Media

Department: Public Affairs | Date: March 22, 2024

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

POSITION SUMMARY: Manage and oversee the development and implementation of social media strategies that align with the Greater Orlando Aviation Authority's (Aviation Authority) overall goals and objectives across all business units. Requires a deep understanding of social media platforms, communication strategies, trends, and best practices, as well as the ability to manage a team of social media professionals. Effectively integrate social media posts with larger public relations messaging to promote the Aviation Authority's projects and programs. Oversee all social media content, engagement, and outreach campaigns across multiple platforms, with the goal of increasing communications and brand awareness, driving passenger engagement, and supporting various strategic initiatives.

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

- Define and drive social media strategy, tone, voice, channel guidelines, goals, and audience targets.
- Deep knowledge and proven results of crafting and implementing innovative social media growth strategies.
- Conceptualize and create engaging content, including graphics, videos, and written posts, tailored to each social media platform (e.g., Twitter, Facebook, Instagram, LinkedIn, YouTube).
- Collaborate with Public Affairs department on creating content that supports the respective business needs and objectives of various internal groups including Customer Experience, Marketing, Operations and external Airport partners.
- Maintain, update, and create templates for messaging needed during emergencies, crises, and special operations in conjunction with Public Affairs.
- Facilitate the boosting and advertisement of social media posts to keep essential topics prominent and maintained at the forefront of other social media posts.
- Engage and respond to appropriate public posts.
- Develop, maintain, and review multi-channel content calendars and corresponding content assets (in conjunction with Senior Social Media Strategist's) for approval by Public Affairs Assistant Vice President.
- Help define and track key performance indicators (KPIs) and create reports/recaps with key learning and action items to consistently improve social performance using native platform and third-party analytics.
- Develop and maintain relationships with influencers, bloggers, and other relevant parties to expand the team's reach and engagement.
- Monitor and report on social media trends, competitor activity, and passenger/guest sentiment to inform strategic decision-making, and identify new platforms for use.
- In coordination with Public Affairs team, be the face of the social media team when working with Airport operations on content and branding. Must demonstrate professionalism around internal and external stakeholders.
- Serve as main social media liaison for all appropriate partnership contacts.
- Support the Partnership team with planning and coordination of partner activations, such as digital and social deliverables and branded content.
- Supervise Aviation Authority employees in assigned area. Assign work; monitor hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; confirm compliance with established policies, procedures, and standards. Advise management of areas of concern and recommend solutions. Prepare and conduct performance evaluations; develop and provide training as needed. Participate in interviewing and selection of employees, and recommend disciplinary action as needed. Provide for the safety and security of the work area.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Aviation Management, Business Administration, Communications, Marketing or related field, and five (5) years of experience serving as a social media strategy supervisor/manager, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of the principles and practices of social media programs and social media tools.
- Excellent oral and written communication
- Ability to shoot and produce video content for digital, social, and editorial distribution.
- Ability to effectively analyze data to identify trends, patterns, etc.
- Strong knowledge and experience using a variety of communication channels
- A team player who easily builds relationships with internal and external customers
- Knowledge of airport and Aviation Authority's structure, goals, and objectives
- Excellent organizational skills and a natural multitasker
- An analytical mind with the ability to measure the performance of campaigns and draw meaningful conclusions
- Demonstrated ability to effectively manage and motivate staff
- Demonstrated ability to make decisions and resolve problems using established methods and procedures
- Must always represent the Aviation Authority in a professional and courteous manner
- Proficient in Microsoft office applications, Oracle desired
- Experience working in a call center environment or overseeing social media
- Experience in web page production to design and update agency online information
- A second language is desirable

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

May 24, 2024

Assistant Vice President, Public Affairs Date

May 24, 2024

Vice President, Public Affairs

May 24, 2024

Vice President, Human Resources Date

FLSA: Exempt

EEO Category: Professional

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Social Media

Department: Public Affairs

Date: March 22, 2024

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

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

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

SUPERVISOR COMMENTS:

Joseanett Schuetz
boxSIGN 178R6QRV-4YY82QVJ

May 24, 2024

Assistant Vice President, Public Affairs — Date

Angela B. Starke
boxSIGN 186ZQWRP-4YY82QVJ

May 24, 2024

Vice President, Public Affairs — Date

Natalia Londono
boxSIGN 4Z79XV2Z-4YY82QVJ

May 28, 2024

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Strategic Projects

Department: Executive Administration

Date: October 11, 2021

Title of Immediate Supervisor: Chief Administrative Officer

Pay Level: L29

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Supervise activities of personnel involved in special projects.

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor/CAO — Date: 1/24/22

Chief Executive Officer — Date: 01-25-2022

Sr. Director, HR & Risk Management — Date: 1-26-2022

FLSA: Exempt

EEO Category: Professionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Strategic Projects

Department: Executive Administration

Date: October 11, 2021

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

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

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

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

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

SUPERVISOR COMMENTS:

Yvonnie Rodgers 1/24/22
Immediate Supervisor/CAO Date

Chief Executive Officer 01-25-2022
Date

Cathy Vaun 1/26/2022
Human Resources - Compensation Date

JOB DESCRIPTION

Job Title: Manager, Tenant/Concessions Projects — Date: December 13, 2016

Department: Planning, Engineering & Construction — Grade/Level: Exempt; L30

Title of Immediate Supervisor: Senior Director, Planning, Engineering & Construction

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POSITION SUMMARY: Plans, monitors, and manages tenant, concessions, and special projects from start-up through completion of construction. Coordinates projects with the applicable stakeholders, i.e., Concessions Department, Commercial Properties Department, airlines, tenants, concessionaires, and regulatory agencies, through successful completion.

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 multiple projects related to tenants, concessions and other special projects from start-up through completion of construction. Oversee construction activities related to the construction management functions with the consultants, the contractor, the Owner's Authorized Representative (OAR), and the Authority.
- Manage project materials, including but not limited to: review and provide feedback for various documents including studies, technical reports, specifications, drawings, change orders, claim actions as directed; maintain specific contractual time windows to avoid claims and delays; set and manage specific deadlines on action items, job memorandum, shop drawings, submittals, and similar contract issues that have significant impact on ultimate contract cost and schedule.
- Analyze and assess project risk issues. Provide management with specific feedback, clarifying details of personnel conflicts, schedule impacts, claim risks, change order request, etc., along with a suggested solution or corrective procedures to prevent issues from occurring in the future. Feedback will be prompt and frequent as necessary.
- Negotiate fees/proposals/change orders and prepare scope and schedule of work. Prepare and manage written proposals for presentation to the various sunshine committees for approval. Review contracts for professional services and construction.
- Arrange and coordinate project meetings among GOAA staff, consultants and contractors as required to facilitate the project through design and construction phases.
- Prepare and provide specialized tours, briefings, and presentations on behalf of the Authority.
- Review and approve or reject progress payments, invoices, and schedules. Make regular site visits. Review execution of the work, contract documents, and drawings in compliance with all federal, state and local codes rules, regulations, laws, legislative acts, GOAA policies/procedures design standards.
- Serve as liaison with various GOAA departments, airlines, tenants, and agencies including Federal and local (County, City, OUC, etc.) regarding tenant, concessions, and special projects.
- Oversee technical reviews, job coordination meetings, budgeting, change orders, scheduling, and preparation of project correspondence. Monitor all phases of program and project development through close-out and final audits.
- Provide post construction analysis of performance by the contractor, architect, engineer and the Owner's Authorized Representative (OAR).
- Conduct analysis, claim reviews and claim defense for the Authority.
- Perform other related duties as assigned.

EDUCATION / EXPERIENCE REQUIREMENTS:
Bachelor degree in Architecture, Construction Management, Engineering, or related field and six (6) years of related experience, or an equivalent combination of related education, training, and experience. Previous airport experience and/or experience in an architectural or engineering firm, construction company or governmental agency with responsibility for compliance and enforcement activities is preferred. Experience with CM@R delivery method of project design and construction desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Demonstrated planning and organizational skills
- Estimating, project and program scheduling, design, architectural, engineering and construction expertise
- Good communication skills
- Excellent attention to detail

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Professional Engineer and/or Contractor license or certification in a specialty subject area(s), which may benefit the Authority, is desirable

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Manages and directs the work of consultants and staff extension personnel.

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

- Monitors and interacts with airlines, tenants, and concessionaires on construction activities
- Works very independently with little supervision or direction
- Supervises and directs several major projects and project functions including the work of consultants and contractors and responsibility for quality and quantity of work, costs, methods, etc.
- Provides counsel for solution of unusual problems
- Evaluates performance of contractors and their compliance with policies and regulations
- Negotiates consultant fees and change orders

APPROVAL SIGNATURES:

Immediate Supervisor - Sr. Director — Date: 12/14/16

Chief Operating Officer — Date: 12-14-16

Director of Human Resources — Date: 12-14-16

Job Description Supplement
Physical Requirements and Working Conditions

Position Title	Manager, Tenant/Concessions Projects	Date	December 13, 2016
Department	Planning, Engineering, and Construction	Section	711

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

Frequency

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

Importance

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

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing		X				3
Walking		X				3
Sitting			X			2
Lifting A. __ 0 - 20 lbs.				X		2
B. __21-50 lbs.					X	1
C. __ 50+ lbs.					X	1
Bending/Stooping				X		2
Pushing, Pulling, and/or Digging				X		2
Reaching over Head				X		2
Kneeling, Crawling				X		2
Climbing (ladders, stairs, hills)				X		2
Typing/CRT (attention to detail)			X			3
Speaking & Hearing		X				3
Detailed Inspection/Reading/Editing		X				3
Writing		X				3
Other						

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

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

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

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

Supervisor Comments:
Field project site visits.
Meetings on and off GOAA properties.
Night and weekend work required occasionally.

Immediate Supervisor – Sr. Director — 12/14/16 Date

Chief Operating Officer — 12-14-16 Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Terminal Facilities

Department: Maintenance

Date: May 14, 2021

Title of Immediate Supervisor: Assistant Director, Maintenance Operations

Pay Level: L29

POSITION SUMMARY: Manage the overall facility appearance and maintenance improvements of terminal and airside buildings, parking garages and satellite support structures, including maintenance and repair of building envelope programs. Provide leadership to the Carpentry, Painting, and Graphics divisions and direct contract maintenance activities using a combination of in-house personnel and service contracts. Confirm compliance with contract documents, budget, and Greater Orlando Aviation Authority's (GOAA) policy and procedures.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not 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 facility appearance and conditions; direct appropriate maintenance or contractor personnel to address any discrepancies noted; coordinate with other GOAA departments to correct discrepancies that are beyond the responsibility of the Maintenance Department.
- Identify maintenance needs, plan and organize projects, develop schedules, coordinate contract maintenance activities, and provide input for renewal and replacement programs. Monitor and control personnel requirements and performance, equipment and material needs, and budget expenditures to maintain effective and efficient maintenance of assigned areas.
- Provide leadership for the Carpentry, Painting, and Graphics divisions; direct supervisory staff and interface with other GOAA departments, tenants, consultants, and contractors.
- Manage the processes required for building envelope programs including the roofing, sealing, and expansion joints.
- Review, study, and interpret architectural drawings, plans, and specifications for proposed projects during the design phase.
- Review technical specifications, initiate the procurement process and participate through contract award. Verify compliance with contract requirements for service and material contracts.
- Investigate problems and develop solutions in area of responsibility.
- Maintain compliance with all applicable federal, state, and local codes; establish maintenance standards consistent with OSHA standards and NFPA regulations. In support of the Operations and Security departments, verify compliance with FAR, FAA, and security regulations.
- Responsible for managing and coordinating the Maintenance Department's emergency response programs and remaining current on all GOAA emergency response and security procedures, verifying proper response as required.
- Establish and maintain records and reports appropriate to the area of responsibility.
- 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.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Building Construction, Management, or Facilities Management, and six (6) years experience in a large-scale Operations & Maintenance organization, or an equivalent combination of education, training, and experience. Airport experience preferred; supervisory experience managing operations and multiple alteration/maintenance projects required.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of personnel and project management, construction, and overall maintenance functions
- Extensive knowledge of all applicable federal, state, and local codes and regulations
- Excellent oral and written communication skills
- Demonstrated ability to plan, schedule, organize, prioritize, and manage multiple projects
- Attention to detail
- Strong leadership and managerial abilities
- Proven analytical skills
- Efficient time management and implementation skills
- Knowledge of Microsoft Office software: Excel, Word, PowerPoint required
- Demonstrated understanding and ability to communicate with all levels of staff, tenants, consultants, regulatory authorities, and contractors in a professional manner
- 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
- Facilities Management Administrator (FMA) or Certified Facility Manager (CFM) upon hire or within 2 years of hire

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees; indirectly supervises a staff of approximately seventeen (17) employees, as well as indirect oversight of work performed by contracted personnel.

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

- Work independently with minimal supervision or direction
- High level of latitude in initiative, judgment, and authority
- May require negotiating skills
- Participate in decisions and development of procedures that affect the day to day operations of the Maintenance Terminal Facilities Division
- Interpret existing regulations and policies applicable to daily decision making for the Maintenance Department
- Supervise and direct the work of a major functional area, including responsibility for costs, operational methods, as well as hire, transfer, promotion, and termination of staff.
- Responsible for decisions with high monetary impact relating to all issues pertaining to the planning, use, and operation of assigned areas
- Interpret contract language

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

APPROVAL SIGNATURES:

Immediate Supervisor	6/4/21 Date	Department Director	6-3-21 Date
Chief of Operations	06-07-2021 Date	Sr. Director, HR & Risk Management	Date

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Terminal Facilities

Department: Maintenance

Date: May 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			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	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	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: 6/9/21

Department Director — Date: 6-3-21

Human Resources - Compensation — Date: 6/11/2021

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Threat Prevention

Department: Security

Date: August 11, 2023

Title of Immediate Supervisor: Assistant Vice President, Security

Pay Level: L29

POSITION SUMMARY: Manage and coordinate the Greater Orlando Aviation Authority Threat Prevention programs and Explosive Detection Canine Team (EDCT) Section. Act as Alternate Airport Security Coordinator which includes 24 hour point of contact response to any security concern at the airport. Coordinate resolutions directly with the TSA Federal Security Director. Act as liaison and coordinator for explosive detection technology installation and bomb threat incident response protocol with all pertinent parties. Assist in implementing and executing requirements of 49 CFR Part 1542 Transportation Security Administration (TSA) Airport Security Program.

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

- Manage day-to-day operations the EDCT Section.
- Routinely assist and coordinate regulatory compliance requirements, Security Directives, and concerns as they relate to areas of responsibility.
- Establish goals and objectives for the EDCT Section's training, budget, federal reimbursement, operations and career development
- Liaison with other GOAA departments, local, state and federal law enforcement agencies regarding airport security threat prevention issues
- Serve as the airport liaison in regards to explosive detection installation and incident response
- Assist in the planning and implementation of security and operational exercises
- Assist in the coordination and implementation of airport threat assessment & prevention programs
- May provide oversight of security requirements for new construction as well as existing security systems effectiveness
- Manage employees in assigned area, including assignment of work; hours of work and authorize time sheets; oversee quality, quantity and timeliness of work performed; ensure compliance with established policy, procedure and standards. Recognize areas of concern and develops/implements solutions. Oversee or 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.
- Oversee Security Department Business Continuity Program (BCP) and associated tasks
- Ensures operational status of all systems and equipment within the EDCT to ensure they maintain optimum operational status.
- Develop and administer EDCT section budget
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Criminal Justice, Management or Business Administration and six (6) years experience in an airport security environment with management responsibilities, or an equivalent combination of education, training and experience. Supervisory experience required; knowledge of airport specific security regulations preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- In-depth knowledge of the Transportation Security Administration Regulations, the Airport Security Program and local, state and federal aviation security requirements
- Ability to operate and monitor various electronic equipment such as radio dispatch console, CRTs and telephones
- Intermediate computer skills; familiarity with Microsoft Office suite
- Experience/knowledge of general airport operations
- Excellent organization skills; demonstrated ability to plan, schedule, organize, prioritize and manage multiple task
- Strong communication skills and the ability to maintain positive and cooperative working relationships with different teams, contractor staff and customers
- Able to prioritize work to meet deadlines; highly organized and detail oriented
- Demonstrated leadership, supervisory skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Explosive handling certification desired

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employees; indirectly supervises a staff of approximately ten (10)

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

- Work very independently with little supervision or direction – substantial latitude in initiative, judgment, and authority
- May establish general operating procedures, quality and quantity of work performed in area of responsibility
- Supervise and direct the work of a functional area, including responsibility for cost, methods, performance evaluations, hires and terminations
- Able to evaluate safety and security aspects of the airport system
- Must be capable of responding to any emergency that arises and provide support to all GOAA Departments

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

APPROVAL SIGNATURES:

Gordon J. Clark — Aug 11, 2023
Immediate Supervisor/AVP — Date

E. Brian Billiam — Aug 11, 2023
Department Vice President — Date

Aug 11, 2023
Chief Operating Officer — Date

Randy Hudgins — Aug 11, 2023
Vice President, Human Resources — Date

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Threat Prevention

Department: Security

Date: August 11, 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	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
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather					X	3
Noxious Fumes					X	3
Chemicals					X	3
Insects					X	3
Heights, Confined Areas					X	3
Excessive Noise					X	3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA/Personal Vehicle			X			3
General Office Equipment (Computer, Copier, Fax, etc.)		X				3
Two Way Radio			X			3
Electronic equipment such as radio dispatch console, CRTs and telephones			X			3

SUPERVISOR COMMENTS:

Gordon J. Clark — Aug 11, 2023

Immediate Supervisor/AVP — Date

E. Brian Billiam — Aug 11, 2023

Department Vice President — Date

Angela Miranda — Aug 21, 2023

Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Manager, Unified Communications

Department: Information Technology

Date: December 12, 2019

Title of Immediate Supervisor: Director, Information Technology

Pay Level: L33

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

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

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

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

MINIMUM QUALIFICATIONS:

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

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

LICENSES/CERTIFICATIONS REQUIRED:

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

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

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

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

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

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

APPROVAL SIGNATURES:

Immediate Supervisor/Director — Date: 12/26/2019

Chief Operating Officer — Date: 1-7-2020

Sr. Director, HR & Risk Management — Date: 1-8-2020

FLSA: Exempt

EEO Category: Officials and Administrators

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Manager, Unified Communications

Department: Information Technology

Date: December 12, 2019

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

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

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

SUPERVISOR COMMENTS:

Pete Pellitteri 12/26/2019

Immediate Supervisor/Director Date

Chief Operating Officer 1-7-2020 Date

Cathy Vieau 1/8/20

Human Resources - Compensation Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

Material Control Storekeeper I

Department: Purchasing

Date: October 10, 2018

Title of Immediate Supervisor: Assistant Manager and/or Supervisor, Material Control

Pay Level: B3

POSITION SUMMARY: Receive, prepare and complete orders for materials and supplies, confirm and maintain accurate documentation of materials received at the Material Control warehouses. Stock items into appropriate locations and pull items for sales orders. Deliver materials from the Material Control warehouses to requestors.

DUTIES AND RESPONSIBILITIES: *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not 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 orders by processing requests and supply orders, pull materials and supplies and deliver to requestor.
- Unload and load delivery vehicles, confirm and maintain accurate documentation of materials received.
- Stock items into appropriate locations.
- Process transactions into the computer system. Verify receipts against the purchase order. Verify sales orders before processing into system.
- Operate warehouse vehicles and equipment to transport or pick up materials between warehouse locations and GOAA requesting departments.
- Operate forklift and pallet jack to move goods.
- Maintain safe and clean work environment by keeping shelves, pallet area, and workstations neat; maintain clean warehouse areas; comply with procedures, rules, and regulations.
- Identify damaged, loss, or surplus of goods and materials stored in the warehouse.
- Perform cycle counting of inventory items as needed.
- Receive hazardous waste materials from GOAA departments.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High School diploma and two (2) years warehouse and inventory control experience, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Must be able to operate a forklift and other material handling equipment safely
- Knowledge of maintenance and repair materials is helpful
- Inventory, data entry and basic computer skills required
- Basic knowledge of Microsoft Office required; knowledge of Oracle Financial System desired
- Must possess good planning and organizational skills, with an ability to work individually and in a team setting
- Ability to communicate clearly and effectively, orally and in writing
- Must be proficient in reading and writing the English language, able to count and maintain reports

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Forklift Operator Certification, upon hire or within 90 days of hire.

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

- Perform duties and responsibilities under the supervision of the Supervisor, Material Control with limited independence
- Determine accuracy of material shipments received and generates appropriate, accurate receiving documents
- Determine appropriate method for handling all materials safely

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

APPROVAL SIGNATURES:

10.15.18
Immediate Supervisor Date

Diana Dershner 10/10/18
Department Manager Date

10/10/18
Department Assistant Director Date

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

10-31-18
Sr. Director, HR & Risk Management Date

FLSA: Non-Exempt
EEO Category: Technician

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

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

Material Control Storekeeper I

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		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			3
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing		X				3
Writing				X		3

Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather					X	3
Noxious Fumes					X	1
Chemicals					X	3
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			3
General Office Equipment (Computer, Copier, Fax, etc.)			X			3
Fork Lift and warehouse equipment		X				3

SUPERVISOR COMMENTS:

Immediate Supervisor — Date 10.15.18

Chief Financial Officer — Date 10/18/18

Human Resources - Compensation — Date 10/22/18

JOB DESCRIPTION

Job Title: Network Administrator

Date: December 5, 2017

Department: Information Systems

Grade/Level: Exempt; L29

Title of Immediate Supervisor: Assistant Manager, Networks

POSITION SUMMARY: Perform research, configure, install, test and document components for converged data, wireless, video and voice networks. Maintain and monitor the security and integrity of the network. Coordinate the installation, relocation, maintenance and repair of various computer equipment. Monitor the network management console for error conditions. Maintain system and cable plant connection schemes.

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

- Maintain code level, configuration and perform problem resolution for the Authority network switches, routers, and wireless equipment.
- Monitor network for illegal or unauthorized software installation
- Coordinate and resolve system usage conflicts between critical applications and/or peak hour conditions; perform LAN tuning and optimization
- Establish the timely distribution of critical and sensitive reports
- Oversee and document the orderly installation of cables by contractors or Authority personnel
- Coordinate the installation, relocation, maintenance, and repair of personal computers, network servers, network interface hardware, routers, bridges, hubs, modems, peripheral equipment, printers, plotters, removable storage, scanners, remote network components, and other related equipment
- Administer network monitoring software or any other network application requiring special licensing and security
- Review emerging technologies and standards; develop prototype demonstrations of promising, cost-effective and efficient new applications
- Establish the cataloging of installed equipment, software, repairs, maintenance, and upgrades. Prepare analytical reports and make refurbishment recommendations based upon this historical inventory
- Maintain a current knowledge of developments in both hardware and software so that upgrades and installations are performed as efficiently as possible
- Monitor the network management console for error conditions. Perform all functions related to the configuration and maintenance of the network management software.
- Assist in maintaining IP addressing, system and cable plant connection schemes. Coordinate access by users to the Internet. Require compliance in the security of Authority networks and servers connected to the Internet.
- Adjust own work schedule to include working late evenings and/or weekends when the need arises
- Collaborate with management in the preparation of the Information Technology budget
- If assigned to the GOAA Computer Security Incident Response Team (CSIRT), will be responsible and accountable for responding to required information security related incidents including those which may impact the confidentiality, integrity, or availability related to PCI DSS, privacy data, or GOAA confidential information. Responsible for thorough understanding of the Authority's CSIRT plan and the employee's specific role and level of authority within that plan.
- Perform other duties as assigned

EDUCATION / EXPERIENCE REQUIREMENTS:

Bachelor degree in Computer Science or related field and four (4) years experience required in the administration of medium corporate networks (1000 – 5000 connected devices), or an equivalent combination of education, training and experience. Experience with current Authority network components, enterprise WiFi networks and structured cabling is required. Experience with Authority's currently used network management software is desired.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Must have excellent analytical skills related to the job functions and requirements and must possess excellent verbal and written communication skills
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems. Provides proper advice and recommendations to managers and employees at all levels.
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors
- Must be able and willing to work both standard and non-standard work schedules, including weekends

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- CCNA, CCNP, CCIE preferred

SUPERVISORY RESPONSIBILITIES:

- None

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

- Work very independently with little supervision or direction – substantial latitude in initiative and judgment
- Independent judgment for complex technical issues is critical and required routinely on a daily basis. Direction is not normally frequent or detailed.

APPROVAL SIGNATURES:

Immediate Supervisor — Date 12/6/17

Manager — Date 12/5/17

Chief Information Officer — Date 12/6/17

Senior Director, Human Resources & Risk Management — Date 12-11-17

Job Description Supplement
Physical Requirements and Working Conditions

Position Title Network Administrator
Department Information Technology

Date November 1, 2017
Section 521

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

Frequency

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

Importance

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

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

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

Frequency

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

Importance

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

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

Supervisor Comments:

Immediate Supervisor — Date 12/6/17

Chief Information Officer — Date 12/6/17

Human Resources - Compensation — Date 12/6/17

GREATER ORLANDO AVIATION AUTHORITY

Job Description

OEA Airport Electrician

Department: General Aviation

Date: December 7, 2018

Title of Immediate Supervisor: Manager, OEA General Aviation and Supervisor, Airfield Electrical

Pay Level: B9

POSITION SUMMARY: Install, repair, and maintain electrical systems and equipment on the airport property, including runways, taxiways, aprons, high mast lighting, security gates, and GOAA buildings and structures.

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

- Install, operate, repair & maintain electrical equipment, including electrical services, switch gear, emergency generators & associated transfer equipment, lighting & lighting contactors, photo controls, lighting control relay panels, electrical/electronic security gates, security cameras, motor controls, airfield lighting, lighting vaults with constant current regulators, control equipment & transformers.
- Read wiring diagrams, electrical plans & specifications.
- Conduct routine inspections of premises.
- Determine appropriate materials and/or parts required for repairs.
- Responsible for staying current with all electrical codes & advanced technology maintenance practices.
- Inspect & perform regular cleaning & prescribed maintenance tasks on associated equipment.
- Responsible for staying current on all GOAA emergency response procedures and FAA Advisory Circulars, maintaining proper response as required.
- Complete maintenance work orders as assigned, records all time, materials, & equipment information correctly and promptly to confirm accurate maintenance and repair records are kept.
- Operate small hand and power tools.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five (5) years experience troubleshooting and repairing motor controls, high voltage electrical systems in excess of 600 volts, lighting, power systems & associated electrical equipment; or an equivalent combination of education, training, & experience. Airfield lighting experience preferred.

Internal candidates must have at least two (2) years experience with GOAA in both airfield and building electrical systems plus ACE certification in Airfield lighting.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of airfield lighting systems
- Thorough working knowledge of electrical codes
- Knowledge of applicable OSHA regulations, FAA airfield lighting regulations & guidelines, NFPA 70E standard, and the rules, regulations & guidelines regarding the safe utilization & operation of hand and power tools
- Basic knowledge of essential safety equipment & protective devices, knowledgeable about safety standards
- Must be able to read & understand wiring diagrams, electrical drawings & specifications
- Must be capable of properly operating field communications equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.

- Demonstrated skill to organize and prioritize work
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Current Journeyman Electrician competency card recognized by the State of Florida required for external candidates at time of hire
- ACE certification required for internal candidates at time of promotion/transfer; must be obtained within one year of hire for external candidates

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

- Determine proper tools and equipment to be used for the assigned task and how they are to be used on a job.
- Exercise of sound independent judgement in recognizing conditions which contribute to material or equipment damage, or which could result in physical harm or injury to self or others.
- Constant exercise of sound independent judgement to ensure safety when working on equipment.
- Determine when a task has been completed properly, and which task among those assigned by the Supervisor will be undertaken next.

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

APPROVAL SIGNATURES:

Immediate Supervisor (OEA) — Date: 1/2/2019

Immediate Supervisor (Electrical) — Date:

Department Director — Date: 1/2/19

Department Senior Director — Date: 01-28-2019

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

FLSA: Non-Exempt

EEO Category: Skilled Craft Workers

Shift Premium: Yes

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

OEA Airport Electrician

Department: General Aviation

Date: December 7, 2018

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

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

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

SUPERVISOR COMMENTS:

Immediate Supervisor (OEA)	11/28/2019 Date	Immediate Supervisor (Electrical)	Date
Department Director	1/2/19 Date	Human Resources - Compensation	1/24/18 Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

OEA Building Maintenance Repair

Department: OEA General Aviation

Date: December 7, 2018

Title of Immediate Supervisor: Manager, OEA General Aviation

Pay Level: B4

POSITION SUMMARY: Perform general maintenance and repair of buildings and property at Orlando Executive Airport (OEA), including plumbing, carpentry, painting, general building maintenance, landscaping and painting task.

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

- Responsible for all planned preventative maintenance to interior and exterior airport buildings and other facilities, including but not limited to proactive and reactive repairs.
- Responsible for plumbing, carpentry, painting, general building maintenance, landscaping, and repair of various buildings and other facilities as required.
- Responsible for airfield pavement repair, signage installation, and pavement markings.
- Assist the OEA Airport Electrician and Equipment Operators in the overall maintenance of the airport property.
- Conduct routine inspections of premises.
- Determine appropriate materials and/or parts required for repairs.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Complete maintenance work orders as assigned, confirm all time, materials, and equipment information are recorded correctly and promptly for accurate maintenance and repair records.
- Inspect and perform regular cleaning and prescribed maintenance tasks on associated equipment.
- Operate small hand and power tools.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and three (3) years experience including general landscaping, general carpentry, plumbing, roof repairs, and painting; or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic knowledge of essential safety equipment and protective devices, knowledgeable about safety standards
- Able to perform general carpentry, plumbing, roof repairs and painting
- Knowledge of rules, regulations, and guidelines regarding the safe utilization and operations of hand and power tools
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.
- Ability to read and understand blueprints, wiring diagrams and repair manuals as necessary
- Demonstrated skill to organize and prioritize work
- Ability to make sound decisions under pressure and solve problems independently

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

- Under general supervision, performs a variety of work in the general maintenance and repair of buildings, facilities, and equipment
- Must be able to determine the extent of damage or maintenance/repair necessary to repair
- Determine proper tools, equipment and materials/parts to be used for assigned task
- Constant exercise of sound independent judgment in recognizing conditions which contribute to facility damage or which could result in physical harm or injury to self or others; maintain safety when working on assignments

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

APPROVAL SIGNATURES:

	1/2/2019		1/2/19
Immediate Supervisor	Date	Department Director	Date
	01-23-2019		1-28-19
Department Senior Director	Date	Sr. Director, HR & Risk Management	Date

FLSA: Non-Exempt

EEO Category: Service Maintenance

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

OEA Building Maintenance Repair

Department: General Aviation

Date: December 7, 2018

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

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

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

SUPERVISOR COMMENTS:

1/2/2019
Immediate Supervisor — Date

1/4/19
Department Director — Date

1/24/19
Human Resources - Compensation — Date

GREATER ORLANDO AVIATION AUTHORITY

Job Description

OEA Grounds Maintenance Lead

Department: OEA General Aviation

Date: December 18, 2018

Title of Immediate Supervisor: Manager, OEA General Aviation

Pay Level: B5

POSITION SUMMARY: Lead operator for all common Orlando Executive Airport (OEA) buildings and landscaped areas/maintenance projects. Operate grounds maintenance, industrial lift, and construction equipment. Maintain, construct, and renovate airport grounds and landscaped areas.

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

- Lead operator for grounds crew while engaged in airport/AOA maintenance activity
- Construct and renovate landscaped areas as required; maintain landscaped areas not covered under outside maintenance contracts.
- Advise manager, or designee, of equipment readiness, supply requirements and provide weekly fuel readings, month end fuel tallies, and Daily Work Activity Summaries.
- Assist manager, or designee, with prioritization of work. Coordinate daily work assignments of OEA grounds crew.
- Responsible for communication with the Control Tower to maintain safe operations on the AOA, whether by radio or alternative methods.
- Prior to beginning a group project, confirm all safety practices are in place and personnel are wearing issued PPE.
- Monitor the safe operation of standard construction equipment to perform small construction projects and repairs.
- Dispense fertilizers, herbicides, and pesticides for landscape maintenance.
- Responsible for staying current on all GOAA emergency response procedures and maintain proper response as required
- Operate and use small power tools and hand tools to perform all phases of horticultural and landscaping renovation and maintenance.
- Operate sweepers and scrubbers to remove foreign object debris, and grease from paved aircraft operating areas.
- Perform daily routine equipment inspections and operational tests to confirm equipment is capable of responding in an emergency. Perform regular cleaning and prescribed operator maintenance tasks on equipment. Coordinate equipment preventive maintenance and repairs with fleet contractor.
- Complete maintenance work orders as assigned, record all time, materials, and equipment information correctly and promptly to maintain accurate maintenance and repair records
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five (5) years experience in the operation of construction and industrial lift equipment in a construction or maintenance project environment, or an equivalent combination of education, training, and experience. Must be classified as Equipment Operator III at the time of the posting.

EQUIPMENT OPERATED:

- All mowers, bucket and high reach trucks, front-end loader, rubber tire backhoe, tractors, scrubbers, sweepers, small dozers, spray equipment and rigs.
- All other equipment operated by the Equipment Operator II.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Basic knowledge of essential safety equipment and protective devices.
- Knowledge of rules, regulations, and guidelines regarding the safe operation of construction and lift equipment.

- Sound working knowledge of safe rigging and operational limitations of construction and lift equipment.
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Knowledgeable of alternative methods of field communications with Control Tower.
- Ability to apply aquatic and horticultural chemicals safely, in compliance with all rules, regulations, and laws.
- Proficiency in construction and maintenance of landscaped areas.

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida Commercial driver's license, Class "B" with tanker endorsement and air brake designation

SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- None

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

- Exercise sound independent judgment to operate construction and lift equipment safely and within the operational limitations of the equipment, to apply agricultural chemicals safely, and confirm appropriate safety measures are in place at all times
- Determine what equipment is appropriate for the assigned task and how it is to be used on a job
- Determine when a task has been completed properly, and which task among those assigned by the manager will be undertaken next.

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

APPROVAL SIGNATURES:

[signature]	1/2/2019	[signature]	1/2/19
Immediate Supervisor	Date	Department Director	Date
[signature]	01-23-2019	[signature]	1-28-19
Department Senior Director	Date	Sr. Director HR & Risk Management	Date

FLSA: Non-Exempt

EEO Category: Skilled Craft Worker

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

OEA Grounds Maintenance Lead

Department: OEA

Date: December 18, 2018

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

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

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs				X		3
20 – 50 lbs					X	2
51+ lbs					X	2
Bending/Stooping		X				3
Pushing, Pulling and/or Digging			X			3
Reaching over head				X		3
Kneeling, Crawling				X		3
Climbing (ladders, stairs, hills)				X		3
Typing/CRT (attention to detail)					X	2
Speaking & Hearing	X					3
Detailed Inspection/Reading/Editing			X			3
Writing				X		3
Working Conditions	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
Extreme Weather			X			3
Noxious Fumes					X	3
Chemicals				X		3
Insects			X			3
Heights, Confined Areas				X		3
Excessive Noise		X				3
Equipment/Vehicles	**Constant**	**Very Frequent**	**Frequent**	**Occasional**	**Rare**	**Importance**
GOAA Vehicle – Dump trucks/Flat bed/Water Truck/Bucket truck		X				3
General Office Equipment (Computer, Copier, Fax, etc.)					X	2
All Mowers		X				3
Sweeper		X				3
Chainsaw				X		3
Front end loader					X	3
Small dozers/tractors			X			3
May operate all equipment used by the Equipment Operator II, which includes: trucks (water, flat bed, dump and pick up), bobcat, all-terrain mower, scrubber, spray equipment and rig, edgers, weedeaters, hedge trimmers, chainsaws, Mad Vac sweeper, small all-terrain vehicles, forklift.			X			3
SUPERVISOR COMMENTS:						

Immediate Supervisor — Date: 1/2/2019

Department Director — Date: 1/2/19

Human Resources - Compensation — Date: 1/24/19

GREATER ORLANDO AVIATION AUTHORITY

Job Description

ORL Administrative & Contract Analyst

Department: OEA General Aviation

Date: March 23, 2023

Title of Immediate Supervisor: Vice President, ORL Operations

Pay Level: L20

POSITION SUMMARY: Provide overall administrative support to the Vice President, ORL Operations and Orlando Executive Airport's (ORL) general administrative and office management areas. Prepare standard form commercial permit agreements, property space use agreements and facility use agreements. 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. Serve as ORL budget coordinator for the department and recording secretary for the ORL Advisory Commission (Sunshine Committee). Coordinate a broad range of activities, special events and projects.

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

- Prepare and submit proposed permit and agreements/changes and Facilities Use Agreements, including any insurance or additional compliance issues and request for payment. Maintain records for ORL leases and space use agreements.
- Provide information to potential service providers on permit program requirements such as fees, security deposits, insurance requirements, etc.
- Verify, enter and maintain accurate and timely contractual data in the property management system and other management databases.
- Calculate rates, fees and charges, set-up accounting billing rules, and verify receipt of payment, insurance certificates, surety and bond requirements, and related required executed documentation.
- Perform administrative support including, but not limited to answer multiple department telephone extensions, maintain both physical and electronic filing systems, schedules and calendars, operate office equipment, type and draft correspondence, order subscriptions and publications, and process/distribute mail.
- Monitor permits and agreements for contract compliance and report concerns to supervisor for resolution.
- Coordinate travel schedules and arrangements; reconcile, prepare and submit expense reports.
- Serve as OEA's budget coordinator, requiring attendance at all related meetings. Assist in data gathering and after initial input, prepare/monitor budget for ORL divisions. Assist in proper allocation and utilization of ORL's funds.
- Assist in research and coordination of purchases, process purchases and payments with Procurement Cards and complete related transaction logs.
- Process invoices and generate reports utilizing the Oracle system. Process direct pays for payment of invoices, emergency purchase orders. Liaison with Accounts Receivable regarding delinquent ORL accounts. Monitor and order office supplies.
- Confirm payroll data and prepare documentation for bi-weekly submittal; maintain all supporting documentation.
- Prepare GOAA Board items and presentations. Perform recording duties for ORL Advisory Commission, prepare agendas and packages, transcribe and distribute minutes in accordance with Sunshine regulations.
- Gather data, compile and maintain monthly and annual statistics of ORL and other GA airports' air traffic operations, fuel flow statistics, and based aircraft; and distribute as appropriate.
- 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.
- Schedule and coordinate meetings and special events at ORL and conventions where ORL exhibits.
- Monitor ORL office radio frequency and operate two-way radio to communicate with staff.
- Monitor, update and confirm compliance with insurance requirements for assigned agreements and permits; contact customers to resolve non-compliant issues or request updated certificates.

- ORL liaison with Information Technology department regarding computer/telephone equipment matters. Submit work orders, order supplies and equipment.
- Interact with tenants, vendors, staff, community leaders, and state and federal officials, providing general information as requested. Contact vendors for pest control, utilities, etc. as needed.
- Provide support to ORL Operations department as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor degree in Business Administration or related field and two (2) years experience in high-level administrative support and lease and contract processing work experience, or an equivalent combination of education, training and experience. Experience with public sector administrative support and/or with Sunshine committee support preferred.

SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Typing minimum - 50 wpm; transcription 35 CWPM or other acceptable method
- Knowledge of contract compliance practices
- Knowledge of Florida Sunshine meeting law preferred
- Proficient computer skills to include: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) required, and experience with PropWorks, Oracle, Clarity, and Electronic Payroll programs preferred
- Demonstrated ability to responsibly handle sensitive information
- Excellent grammar skills
- Good oral and written communication skills and the ability to interact with various departments, vendors and other high profile individuals
- Demonstrated attention to detail and strong organizational, administrative, and communication skills
- Basic arithmetic skills
- Must be capable of properly operating field communications equipment (two-way radio, etc.) and speaking clearly in English when operating such equipment

LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Licensed as a State certified Notary Public at time of hire/promotion or must be obtained within 6 months

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)*

- Administrative, secretarial and monetary decisions of a routine nature within the guidelines of policy and procedure
- 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.
- Demonstrate good judgment in communicating with senior management, consultants, customers, and other Authority departments regarding schedules, event changes, etc.
- Set work priorities and make office operations decisions

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

APPROVAL SIGNATURES:

10 Apr 23

Immediate Supervisor/VP Date

04-20-2023

Chief of Operations Date

4/25/23

Vice President, Human Resources Date

FLSA: Non-Exempt

EEO Category: Paraprofessionals

Shift Premium: N/A

Rotating Shift: N/A

GREATER ORLANDO AVIATION AUTHORITY

Physical Requirements and Working Conditions

ORL Administrative & Contract Analyst

Department: OEA General Aviation

Date: March 23, 2023

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

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

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking				X		3
Sitting		X				3
Lifting: 0 – 20 lbs				X		2
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping				X		2
Pushing, Pulling and/or Digging					X	1
Reaching over head				X		2
Kneeling, Crawling					X	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	3
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
Two-way radio		X				3

SUPERVISOR COMMENTS:

10 Apr 23
Immediate Supervisor/VP — Date

04-20-2023
Chief of Operations — Date

4/20/2023
Human Resources - Compensation — Date