

## JOB DESCRIPTION

Job Title: Terminal Operations Agent

Date: May 5, 2017

Department: Airport Operations, Airline Division

Grade/Level: Non-Exempt; L11

Rotating Shift: Yes

Shift Premium: No

Title of Immediate Supervisor: Supervisor, Terminal Operations

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**POSITION SUMMARY:** Facilitate the safe and efficient transit of passengers through the airport terminal facilities. Coordinate all terminal facilities so they are ready for airline usage. Provide service and assistance to all airport customers.

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

- Coordinate compliance with all regulatory requirements in the terminal services area.
- Conduct daily inspections of airport common areas, facilities and equipment and take appropriate corrective action as required so there are optimal conditions for customer use.
- Prepare facilities for flight activity including restocking common facilities, assisting with paper stock deliveries, setting up queue lines for flight check-ins, etc.
- Provide assistance to airline representatives regarding common use facilities to include ticket counter, gate, baggage carousel assignments and assist with crowd control. Relay information to customers using these facilities regarding operational or equipment changes and /or failures.
- Coordinate public safety and security in all airport areas.
- Provide customer service assistance, including foreign language translation assistance, to the traveling public as needed.
- Respond to incidents involving airport customers, facilities, and lost items.
- Provide accurate information of day's events and enter in the daily duty log. Complete incident reports as needed.
- Respond to, trouble-shoot and report equipment problems to minimize delays.
- Coordinate with Federal Agencies, Airline Representatives, Skycaps, Tour Operators and Contractors.
- Confirm that all flight and directional signage data is displayed accurately.
- Assist with training new staff as needed.
- Maintain current inventory of GOAA equipment used and maintained in the Airline Division.
- Maintain a courteous and professional attitude in dealing with guests and employees.
- Perform other duties as assigned.

### **EDUCATION / EXPERIENCE REQUIREMENTS:**

High School graduate or equivalent and two (2) years customer service experience, preferably in a tourism or airline related industry, or an equivalent combination of education, training, and experience.

**SPECIAL KNOWLEDGE, SKILLS, ABILITIES:**

- Effective oral and written communications skills
- Multi-lingual skills desired
- Basic keyboarding skills
- Ability to lift 50 lbs. for extended periods of time
- Ability to follow instructions
- Ability to operate a two-way radio
- Must be able to work rotating shifts, early mornings, late evenings, holidays, and weekends
- Strong customer service skills
- High degree of proactive/reactive abilities
- Ability to establish and maintain effective working relationships with the general public, fellow employees and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation

**LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license or state identification card


**SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- None


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

- Works under close supervision
- Sets priorities for own work, makes day-to-day operational decisions based on standard policy
- Passenger assistance - answering questions
- Makes operational decisions about the reassignments of the common facilities; i.e.: gates, piers, ticket counters, baggage claims

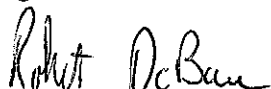
**APPROVAL SIGNATURES:**

  
Assistant Manager

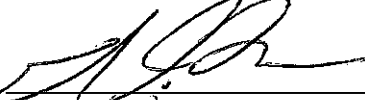
5/15/2017  
Date

  
Manager

5/15/17  
Date

  
Assistant Director

5/16/2017  
Date

  
Department Director

05.24.2017  
Date

  
Senior Director, Human Resources & Risk Management

6-16-17  
Date

# Job Description Supplement

## Physical Requirements and Working Conditions

Position Title:  
Department:

Terminal Operations Agent  
Airport Operations

Date: May 5, 2017  
Section: 413

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

Frequency

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

Importance

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

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking		X				3
Sitting				X		1
Lifting		X				3
A. 0-20 lbs.			X			3
B. 21- 50 lbs.			X			3
C. 50+ lbs.			X			3
Bending/Stooping			X			3
Pushing, Pulling, and/or Digging			X			3
Reaching over Head				X		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

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		3
Excessive Noise				X		3
Must be able to work rotating shifts, early mornings, late evenings, holidays, and weekends						3
Monitoring/Operating Vehicles or Equipment Type?	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Baggage Conveyor Systems				X		2
Scissor Lift					X	1
Communication Radio	X					2
General office equipment (computer, copier, fax, etc.)				X		3

Supervisor Comments:

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*Bonnie R. [Signature]*  
Assistant Manager

5/15/2017  
Date

*[Signature]*  
Department Director

05-24-2017  
Date

## **JOB DESCRIPTION**

Job Title: Terminal Operations Agent Lead

Date: May 5, 2017

Department: Terminal Operations, Airline Division

Grade/Level: Non-Exempt; L13

Rotating Shifts: Yes

Shift Premium: No

Title of Immediate Supervisor: Supervisor, Terminal Operations

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**POSITION SUMMARY:** Provide front line coordination in common use work areas. Relay information between Supervisors, Agents and contracted personnel when appropriate. Document pertinent flight information for use in reports. Staff working this position may be assigned to the Federal Inspection Station (FIS) or terminal services function on a daily basis.

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

- Coordinate compliance with FAA and Homeland Security rules and regulations.
- Coordinate public safety and security in division's areas of responsibilities.
- Provide customer service assistance to the traveling public. Provide foreign language assistance as needed.
- Monitor compliance with policies and procedures.
- Conduct daily inspections of common facilities and equipment to provide optimal conditions for customer use.
- Monitor and reassign GOAA and contracted personnel in operational areas as needed for efficient processing through common facilities.
- Report and respond to medical emergencies, including completing necessary documentation.
- Provide training to new hires and contracted personnel as coordinated with the Supervisors.
- Coordinate with Airline, SASO, and Federal Agency personnel to facilitate a smooth flow of passengers and baggage through the FIS and Terminal areas.
- Provide directional signage data input.
- Collect daily flight data and other pertinent items and add to the appropriate reports.
- Coordinate with supervisor, airline and federal agency for proper processing of diverted flights.
- Coordinate with appropriate GOAA department on facility maintenance and security door operation.
- Coordinate changes in gate, ticket counter and baggage claim device assignments.
- Determine proper queue lines for smooth flow of passengers through terminal common use areas.
- Operate baggage belt systems, respond to/troubleshoot problems with the common-use facilities and take appropriate corrective action.
- Perform other duties as assigned.

### **EDUCATION / EXPERIENCE REQUIREMENTS:**

High School graduate with four (4) years customer service experience, preferably in a tourism or airline related industry, or an equivalent combination of education, training and experience. Leadership experience desirable. Associate degree in Management or related field desirable.

**SPECIAL KNOWLEDGE, SKILLS, ABILITIES:**

- Effective oral and written communication skills
- Ability to speak and understand English required, multi-lingual skills desired.
- Basic knowledge of Microsoft applications and keyboarding skills.
- Ability to lift 50+ lbs. for extended periods of time.
- Ability to follow instructions.
- Ability to operate a two-way radio
- Must be able to work rotating shifts, early mornings, late evenings, holidays, and weekends.
- Strong customer service skills
- High degree of proactive/reactive ability.
- Ability to establish and maintain effective working relationships with the general public, fellow employees, contracted personnel, and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.

**LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida drivers license

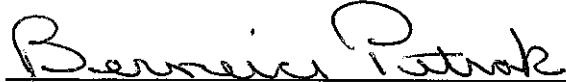
**SUPERVISORY RESPONSIBILITIES:**

Exercise leadership over others doing closely-related work. Assign and allocate work, provide training, and interpret and apply directions originating at higher levels (GOAA and contracted personnel).

**LATITUDE AND/OR INDEPENDENT JUDGEMENT:**

- Resolve scheduling conflicts relating to ticket counters, baggage claims, and baggage systems.
- Make routine operational decisions on equipment failures and alternate ways of processing passengers and baggage to minimize delays.
- Reassign GOAA and contracted personnel in operational areas without direct supervision.
- Customer assistance - answer questions, provide information.

**APPROVAL SIGNATURES:**



Assistant Manager

5/15/2017

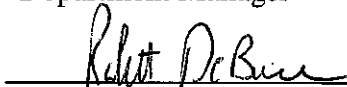
Date



Department Manager

5/15/17

Date



Assistant Director

5/16/2017

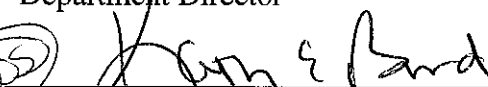
Date



Department Director

05-24-2017

Date



Senior Director, Human Resources & Risk Management

6-16-17

Date

# Job Description Supplement Physical Requirements and Working Conditions

Position Title: Terminal Operations Agent Lead

Date: May 5, 2017

Department: Terminal Operations, Airline Division

Section: 413

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

Frequency

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

Importance

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

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing	X					3
Walking		X				3
Sitting				X		1
Lifting		X				3
A. 0-20 lbs.			X			3
B. 21-50 lbs.						3
C. 50+ 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

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		3
Chemicals					X	1
Insects					X	1
Heights, Confined Areas					X	2
Excessive Noise				X		3
Other						
Monitoring/Operating Vehicles or Equipment Type?	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Baggage Conveyor Systems	X					3
Scissor Lift					X	2
Communication Radio	X					3
Computer				X		3

Supervisor Comments:

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*Bessie P. [Signature]*

Assistant Manager

5/15/2017

Date

*[Signature]*

Department Director

05-24-2017

Date



**Traffic Enforcement Specialist**

Department: Airport Operations – Landside

Date: March 29, 2021

Title of Immediate Supervisor: Supervisor, Landside Operations

Pay Level: L11

**POSITION SUMMARY:** Maintain the safe and orderly movement of vehicular and pedestrian traffic at the Landside terminals and associated areas. Assist the public by providing direction and information regarding airport and parking information. Enforce parking ordinances and issue parking citations as necessary. Document information and complete reports and logs as required.

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

- Maintain the safe operation of Aviation Authority's public curbs. Provide traffic safety, parking enforcement, and enforcement of the Transportation Security Administration's (TSA) mandates concerning unattended vehicles. Issue parking citations in accordance with appropriate statutes and ordinances. Coordinate with the towing contractor for removal of unattended vehicles.
- Enter data and related notes into wireless on-line hand held device. Collect information and prepare written reports, logs, and correspondence as required.
- Provide testimony during traffic court proceedings regarding parking citations when required.
- Maintain constant vigilance, reporting suspicious activity or emergencies and assisting as needed.
- Assist the traveling public by providing information concerning flight activity, the airport, directions to Central Florida attractions and other locations, and any other assistance as appropriate.
- Maintain continuous focus on customer service with an emphasis on interpersonal skills, both written and verbal.
- Provide escort and crowd control services when required.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent with three (3) years' experience in customer service/general public contact handling complaints and compliance with operational guidelines/regulations or an equivalent combination of education, training, and experience. Knowledge of airport operations and/or parking enforcement rules and regulations preferred.

**SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Strong oral communications skills, friendly customer service skills
- Basic computer skills
- Must be able to work rotating shifts, early mornings, late evenings, weekends, and holidays
- Ability to stand and walk for extended periods of time, often in adverse weather conditions and in areas with noxious fumes
- Demonstrated skill to organize and prioritize work
- Ability to make sound decisions under pressure
- Ability to handle multiple tasks and pay close attention to detail
- Ability to solve problems independently
- Ability to maintain a high level of professionalism and diplomacy at all times while interacting with the public and in potentially stressful, difficult, and confrontational situations
- Ability to operate a two-way radio and wireless handheld device





Traffic Enforcement Specialist

Department: Landside Operations

Date: March 29, 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		3
	20 - 50 lbs.				X		2
	51+ lbs.					X	1
Bending/Stooping					X		2
Pushing, Pulling and/or Digging						X	1
Reaching over head					X		2
Kneeling, Crawling						X	1
Climbing (ladders, stairs, hills)						X	1
Typing/CRT (attention to detail)					X		3
Speaking & Hearing		X					3
Detailed Inspection/Reading/Editing				X			3
Writing					X		3
Stand/Walk amongst moving traffic		X					3
Working Conditions		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather		X					3
Noxious Fumes		X					3
Chemicals						X	2
Insects				X			3
Heights, Confined Areas					X		3
Excessive Noise			X				3
High Conflict			X				3
Must be able to work rotating shifts, early mornings, late evenings, holidays and weekends		X					3
Equipment/Vehicles		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X		3
General Office Equipment (Computer, Copier, Fax, etc.)					X		3
Communication Radio		X					3
Wireless on-line hand held device (ticket issue)		X					3
SUPERVISOR COMMENTS:							

*BSP*  
Department Assistant Manager

*4/16/2021*  
Date

*M. Gifford*  
Department Director

*APR 16, 2021*  
Date

*Antony Vaccaro*  
Human Resources - Compensation

*5/4/21*  
Date

## **JOB DESCRIPTION**

Job Title: Unified Communications Specialist

Date: October 27, 2017

Department: Information Technology

Grade/Level: Non-Exempt; L16

Rotating Shift: No

Shift Premium: No

Title of Immediate Supervisor: Assistant Manager, User Services

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**POSITION SUMMARY:** Coordinate and oversee all Mobile Device equipment, assist users as needed. Monitor Low Voltage contracts. Provide Oracle requisition support to Unified Communications, User Services, IT Security and IT Infrastructure areas. Provide a variety of both administrative and customer support as needed.

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

- Coordinate and oversee all Mobile Device equipment. Process requests, verify approvals and confirm eligibility for upgrades. Configure new devices, place Airwatch on them and assist users as needed. Verify invoices, prepare payment and chargeback statements. Maintain equipment inventory and confirm devices are returned from terminating staff.
- Provide Tier 1 support for all mobile device equipment. Ask appropriate questions for basic diagnosis of problem and forward to appropriate Technician or other IT staff for resolution. May research non-complex problems associated with the organization's end user devices and applications.
- Coordinate with internal staff and with vendors for problem resolution; follow up with users to confirm problem has been resolved
- Accurately and efficiently document all activities.
- Track Low Voltage contract data, monitoring amount of work orders and payment information. Submit pay applications to appropriate team members, route and track approvals.
- Provide Oracle requisition support for Unified Communications, User Services, IT Security and IT Infrastructure areas
- Process payments for Communication Systems invoices
- Track expenses in support of budget planning and analysis efforts
- Assist department staff with activities relating to end user support
- Assist with updating IT asset management spreadsheets and reconciling procurement against inventory per established guidelines and procedures
- Serve as Departmental Record Coordinator
- Confirm payroll for bi-weekly submittals; maintain all supporting documentation; maintain personnel files for the Information Technology Department, tracking leave requests for vacation, illness, etc.
- Maintain and validate asset management records, including an accurate account of mobile device equipment inventory, and coordinate the annual reconciliation per established guidelines and procedures
- Establish and maintain departmental files and records.
- Provide assistance as needed on work order processing and billing.
- Performs other duties as assigned.

EDUCATION/ EXPERIENCE REQUIREMENTS:

High School diploma and two (2) years experience in a corporate Information Technology environment, or an equivalent combination of education, training and experience.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES:

- Ability to interface with users and staff and possess excellent oral and written communication skills
- Demonstrated customer service skills
- Must be clearly understood over normal telephone lines, command of the English language required
- Some overtime work may be required during peak or emergency periods
- Excellent organizational skills essential
- Demonstrated technical and diagnostic/analytical skills

LICENSES/CERTIFICATIONS REQUIRED:

- Valid State of Florida driver's license

SUPERVISORY RESPONSIBILITIES: (Indicate number supervised)

- None

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

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

APPROVAL SIGNATURES:

Jude O'Neale  
Immediate Supervisor

11-14-17  
Date

Margie Callahan  
Manager

11-14-17  
Date

J. Newome  
Chief Information Officer

2017.11.21  
Date

Jose Anthony Bond  
Senior Director, Human Resources & Risk Management

12-1-17  
Date

# Job Description Supplement Physical Requirements and Working Conditions

Position Title      Unified Communications Specialist  
Department      Information Technology

Date      October 27, 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

- More than 80% (6 1/2 hours or more per 8 hour day)
- 51-80% (4 1/2-6 hours per 8 hour day)
- 21-50% (2 1/2-4 hours per 8 hour day)
- 6-20% (1-2 hours per 8 hour day)
- 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

- Constant
- Very Frequent
- Frequent
- Occasional
- Rare

Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X		3
Walking			X			3
Sitting		X				3
Lifting			X			2
	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				2
Writing		X				2

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

Frequency

- More than 80% (6 1/2 hours or more per 8 hour day)
- 51-80% (4 1/2-6 hours per 8 hour day)
- 21-50% (2 1/2-4 hours per 8 hour day)
- 6-20% (1-2 hours per 8 hour day)
- 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

- Constant
- Very Frequent
- Frequent
- Occasional
- Rare

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

Supervisor Comments:

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*Jude O'Keefe*  
 Immediate Supervisor

11-14-17  
 Date

*J. Newcome*  
 Chief Information Officer

2017.11.21  
 Date

**Vice President, Concessions**

Department: Concessions

Date: February 7, 2024

Title of Immediate Supervisor: Chief Administrative Officer

Pay Level: E1

**POSITION SUMMARY:** Plan, develop, direct, implement, evaluate, and oversee all aspects of the Orlando International Airport concessions program for the Greater Orlando Aviation Authority (Aviation Authority) and other key stakeholders, providing customers with a world-class concessions program and generating maximum revenues consistent with the Aviation Authority's concession policy.

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

- Oversee the development and implementation of concession related programs and projects.
- Lead, develop, and manage the negotiation and management of airport concession agreements, including food & beverage, retail, on-airport rental cars, advertisement, and passenger services, and other revenue generating nonairline services; negotiates agreement amendments.
- Research, develop, and make recommendations to retain or generate additional revenue in each of the abovementioned lines of businesses/categories.
- Lead, motivate, coach, develop, and evaluate a team of Airport Concessions Department personnel.
- Establish and maintain an efficient and effective organizational structure in all areas of assignment.
- Develop strategic direction and work with Airlines, Marketing, Customer Experience, and other departments to identify customer needs and develop concession opportunities to meet those needs and optimize revenue.
- Administer consultant contracts, conduct public meetings, and contribute to the process for selection of concessionaires.
- Oversee the monitoring of concessions program finance and customer service performance; ensure store walk-throughs are conducted during store hours to monitor signage, appearance, and cleanliness; approve advertisement copy, hours of operation and tenant improvements; ensure contract compliance inspections are completed as required.
- Review and approve Letters of Proposal, Requests for Proposal, Invitations for Bid, and Requests for Qualification.
- Present items to the Board, Procurement Committee, and Design Approval Committee.
- Oversee the development of the departmental budget, approve budget requests, business plans, and administer the approved budget.
- Represent the Aviation Authority while interacting with executive level partners throughout the community and airport industry.
- Promote a work environment that embodies the Aviation Authority's values, ethics, integrity, and legal responsibilities.
- Direct and oversee the work of staff; establish and maintain an efficient and effective organizational structure in all assigned areas. Ensure processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in Business, Public Administration, Communications, Public Relations, or a related field and ten (10) years supervisory/management level concession experience with an airport, airline or within the hospitality industry or an equivalent combination of related education, training, and experience. Must have experience with planning, developing, implementing, and managing airport concession programs.

## SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

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

## LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license

## SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately two (2) employees; indirectly supervises a staff of approximately eight (8) employees.

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

- High degree of independence, 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:

  
box SIGN 173WL561-4W66WZLZ

Mar 6, 2024

Immediate Supervisor/ CAO

Date

  
box SIGN 1V3Q39J4-4W66WZLZ

Mar 7, 2024

Chief Executive Officer

Date

  
box SIGN 42KZV7XK-4W66WZLZ

Mar 15, 2024

Vice President, Human Resources

Date

**FLSA:** Exempt

**EEO Category:** Officials & Administrators

**Shift Premium:** N/A

**Rotating Shift:** N/A


## Vice President, Concessions


Department: Concessions

Date: February 7, 2024

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

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

  
 box SIGN 4739VLS1-0W66WZLZ  
**Mar 6, 2024**  
 Date  
 Immediate Supervisor/ CAO

  
 box SIGN 3V3Q2R15-0W66WZLZ  
**Mar 7, 2024**  
 Date  
 Chief Executive Officer

  
 box SIGN 4Z79XVJZ-4W66WZLZ  
**Mar 25, 2024**  
 Date  
 Human Resources - Compensation

**Vice President, Construction**

Department: Construction

Date: August 21, 2023

Title of Immediate Supervisor: Senior Vice President, Capital Programs

Pay Level: E1

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**POSITION SUMMARY:** Oversee all aspects of the Aviation Authority's construction activities. Verify construction projects, initiatives and processes are in conformance with the Aviation Authority's established policies and objectives.

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

- Direct the work of the construction area, including overall responsibility for conceptual design, scope development, planning, compliance, technical review, budget, estimates, schedules, pre-bid meetings, bids, cost controls, and day-to-day monitoring during all phases of construction.
- Confirm department policies, procedures, and safety measures are established and adhered to.
- Oversee contractor's implementation, progress, challenges, scheduling, and procedures.
- Develop and monitor the department budget.
- Make recommendations regarding entering into contracts or agreements.
- Verify the work of the department is coordinated with all necessary GOAA, government, and legal rules and regulations.
- Performs analyses and claim reviews, or establish a claim defense strategy with legal advisors.
- Make regular site visits – inspecting the work, and ensuring compliance with products specified, contract documents, and drawings.
- Direct meetings, conduct specialized tours, and provide briefings or formal presentations as needed.
- Provide assistance to Chief Executive Officer, Chief Operating Officer and Senior Vice President, Capital Programs in managing facilities under the jurisdiction of the Greater Orlando Aviation Authority.
- Direct and oversee staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment and effective processes for the selection, training and development of qualified staff, succession planning, communications, business continuity, etc.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree related to architecture, building construction, construction management, or engineering disciplines and ten (10) years of aviation related work experience for a consulting firm, a construction company, a public agency, or an airport authority in managing the design and construction of small and large scale projects, or an equivalent combination of related education, training, and experience.

**SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Excellent interpersonal and negotiating skills required.
- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Proficient in use of computers with knowledge of CADD, financial, and management software
- Knowledge of FAA, CBP, TSA, Florida Building Code and City of Orlando rules, regulations and/or ordinances
- Knowledge of engineering and construction means and methods, and management principles
- Ability to effectively lead and/or participate as a member of GOAA Committees.

- Ability to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents. Knowledge of design, estimating, project and program scheduling, efficient time management methods
- Knowledge of hazardous materials cleanup procedures
- Knowledge of water quality, wetlands, wildlife, and vegetation with the understanding how all of these areas benefit and protect the Authority's property
- Efficient and effective time management skills
- Demonstrated leadership skills
- Excellent written and oral communication skills, strong presentation skills, and the ability to communicate effectively in English

**LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- Florida Professional Engineer, Registered Architect, or General Contractor license is desirable.

**SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately of five (5)
- Indirectly supervises Owner's Authorized Representatives and Program Managers


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


- Day to day departmental matters and long range development and program needs following the Authority's strategic master plan.
- Working as a team member on the Airport Leadership Team, brings future projects into the Authority's approval system.
- Develop GOAA policies, procedures and master plan activities on a continuing basis.
- Coordinates operations and activities, setup standards of performance, provide counsel for unusual problems, evaluate performance and compliance with policies, procedures, negotiate, etc. Assigns work and follows-up to assure the Authority policies, procedures, and plans are carried out.
- Independent judgment is encouraged throughout the department. It is allowed depending on the knowledge, skills, abilities and attitude of the staff. The Vice President, Construction reviews all issues requiring Senior Executive, Authority, or City of Orlando actions and approvals. The Vice President, Construction is active in all legal issues related to the department's projects, programs and 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:**

  
boxSIGN 4WB80PZ1-4ZQ6V6R6  
 Sep 7, 2023  
 Date  
 Immediate Supervisor/ SR VP, CP

  
boxSIGN 4Q8XW3KK-4ZQ6V6R6  
 Sep 7, 2023  
 Date  
 Chief Operating Officer

  
boxSIGN 42KZV7VX-4ZQ6V6R6  
 Sep 8, 2023  
 Date  
 Vice President, Human Resources

**FLSA:** Exempt

**EEO Category:** Officials & Administrator

**Shift Premium:** N/A

**Rotating Shift:** N/A


**Vice President, Construction**


Department: Construction

Date: August 21, 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					
<b>Constant:</b>	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
<b>Very Frequent:</b>	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
<b>Frequent:</b>	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
<b>Occasional:</b>	6-20% (1-2 hours per 8 hour day)						
<b>Rare:</b>	0-5% (Less than 1 hour per 8 hour day)						
Physical Effort		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X			3
Walking				X			3
Sitting				X			3
Lifting:	0 – 20 lbs				X		2
	20 – 50 lbs					X	1
	51+ lbs					X	1
Bending/Stooping					X		2
Pushing, Pulling and/or Digging						X	1
Reaching over head						X	1
Kneeling, Crawling						X	1
Climbing (ladders, stairs, hills)						X	1
Typing/CRT (attention to detail)				X			3
Speaking & Hearing		X					3
Detailed Inspection/Reading/Editing		X					3
Writing		X					3
Other							
Working Conditions		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather				X			3
Noxious Fumes						X	1
Chemicals						X	1
Insects						X	1
Heights, Confined Areas					X		3
Excessive Noise				X			3
Other							
Equipment/Vehicles		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X		3
General Office Equipment (Computer, Copier, Fax, etc.)				X			3
Other							
Other							
Other							
<b>SUPERVISOR COMMENTS:</b>							


 Sep 7, 2023  
 Immediate Supervisor/ SR VP, CP      Date


 Sep 7, 2023  
 Chief Operating Officer      Date


 Sep 8, 2023  
 Human Resources - Compensation      Date

**Vice President, Customer Experience**

Department: Customer Experience

Date: August 8, 2023

Title of Immediate Supervisor: Chief Creative Officer

Pay Level: E1

**POSITION SUMMARY:** Oversee and manage all aspects of airport-wide customer service initiatives and programs for the Greater Orlando Aviation Authority (GOAA) and other key stakeholders, providing customers with a continued focus on "The Orlando Experience". Develop a strong customer service oriented environment that aligns with the Authority's strategic plan.

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

- Plan, develop, implement, monitor, assess and continually improve GOAA's Customer Experience procedures and processes to achieve goals outlined in the master strategic plan. Maintain excellence in the quality of service provided. Lead the organization in developing a guest services culture, and strive to promote the Orlando International Airport as a leader in airport customer service.
- Develop and utilize analytics and forecasting methodology to measure the needs, perceptions and expectations of customers; effectively analyze results, identify trends and craft appropriate plans of action to address them
- Provide visionary leadership in the customer service field, staying current with emergent developments; develop and implement initiatives that result in quantifiable customer service advancements. May prepare and direct feasibility studies.
- Establish and maintain an efficient and effective organizational structure to accomplish goals, including the Airport Information and Ambassador programs.
- Develop and effectively administer assigned budgets.
- Overall responsibility for maintaining compliance with applicable federal, state, local and other laws, rules, regulations and permits.
- Serve as GOAA's primary liaison for customer service issues and conflict resolution; oversight of customer care and complaint resolution GOAA-wide.
- Develop, recommend and implement policies, procedures, safety measures, emergency response plans, etc.
- Provide guidance and advice to Senior Executive Management regarding Customer Experience related issues; serve on the Airport Customer Experience Advisory Council.
- Represent the Authority while interacting with executive level partners throughout the community and airport industry.
- May draft/negotiate contracts or agreements, and/or manage the proposal/evaluation/selection process
- Promote a work environment that embodies the Authority's values, ethics, integrity and legal responsibilities.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Confirm staff are trained and enabled to do what is best for the customer.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor degree in Business, Public Administration, Communications, Public Relations or a related field and ten (10) years supervisory/management level customer service experience with an airport, airline or within the hospitality industry or an equivalent combination of related education, training, and experience. Must have experience with planning, developing, implementing and managing customer experience programs.

**SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Demonstrated skill in developing and implementing complex change initiatives
- Demonstrated ability to identify, develop and implement customer solutions
- Demonstrated in-depth knowledge of the Customer Service/Experience field and current trends and initiatives; including knowledge of best practices in airport and/or hospitality industries
- Demonstrated data analysis, trend analysis and assessment skills
- Excellent interpersonal, written and oral communication skills
- Strong conflict resolution skills
- Demonstrated skill in managing and motivating staff
- Negotiation skills
- Intermediate computer and Microsoft Office skills
- Efficient and effective time management skills

**LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license

**SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately one (1) employee; indirectly supervises a staff of approximately thirty three (33) employees

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

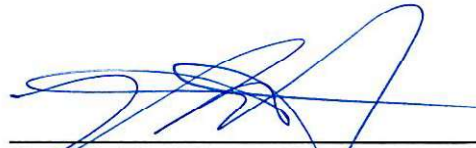
- Interpret policy, contracts, laws, etc.
- Design, appraise, analyze, evaluate appropriate actions on a regular basis
- High level of authority and independent decisions based on industry and professional standards
- Independently develop studies; interpret and recommend action based on analyses
- Decision to engage non-GOAA personnel (volunteers, etc.)

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**APPROVAL SIGNATURES:**

  
\_\_\_\_\_  
Immediate Supervisor/CEO

*08-11-2023*  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President, Human Resources

*8/11/23*  
\_\_\_\_\_  
Date

**FLSA:** Exempt

**EEO Category:** Officials & Administrators

**Shift Premium:** N/A

**Rotating Shift:** N/A



**Vice President, Engineering & Architecture**

Department: Engineering &amp; Construction

Date: August 31, 2023

Title of Immediate Supervisor: Senior Vice President, Capital Programs

Pay Level: E1

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**POSITION SUMMARY:** Oversee all aspects of the Greater Orlando Aviation Authority's (GOAA) engineering and architecture activities. Verify design of projects, initiatives and processes are in conformance with GOAA's established policies and objectives. Rely on extensive experience and judgment to plan and accomplish goals. Lead and direct the work of project managers, field staff, consultants and administrative 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:*

- Plan and program projects as part of the annual Capital Improvement Program process.
- Manage the design, permitting, bid and award of the GOAA's capital projects including coordination with stakeholders and governmental agencies. Coordinate the construction phase of work with program and construction management teams.
- Perform analyses and studies, and carry out directives from Chief Executive Officer, Chief Operating Officer and Senior Vice President. Provide assistance in managing facilities under the jurisdiction of GOAA.
- Plan and direct project management activities for a diverse range of engineering projects; maintain detailed records of department activities, plans and results.
- Consult with Senior Vice President and others in the periodic updates of the GOAA's strategic plan, the development and tracking of goals, objectives, strategies and tasks. Establish objectives and priorities for each area of responsibility.
- Analyze proposed governmental laws, regulations and court decisions for their impact on capital projects, practices and operations; recommend and implement policy and procedure changes consistent with requirements.
- May conduct specialized tours, give briefings and formal presentations, manage and supervise all department meetings for Authority staff, and provide related information to Authority Board Members, committees, individuals, and outside groups who are visiting or working on the Greater Orlando Aviation Authority's properties.
- Oversee the technical reviews, maintain technical design standards. Manage and control budget, estimates, scheduling, bids, and cost controls; manage and monitor all phases of program and project development through close-out and final audits, etc.
- Serve as a member of various GOAA committees that pertaining to the design and construction of facilities, including electrical, mechanical, structural, civil, architectural, and instrumentation elements.
- Coordinate the procurement of consulting engineers; negotiate the scope of services and fees with consultants and suppliers for incorporation into contracts and agreements; oversee, coordinate and review the work of consultants engaged in the engineering design.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in architecture or engineering disciplines and ten (10) years of aviation related work experience for a consulting firm, a construction company, a public agency, or an airport authority in managing the design and construction of small and large scale projects or an equivalent combination of related education, training, and experience.

### **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Knowledge of theory, principles, practices and techniques of civil engineering as they apply to large/complex capital projects
- Knowledge of the following areas: hazardous materials clean-up and monitoring; computer aided design; financial and management software; water quality, wetlands, wildlife, and vegetation with the understanding how all of these areas benefit and protect GOAA's property
- Knowledge of design, estimating, project and program scheduling
- Proven executive leadership and management skills
- Analytical skills with a wide variety of Engineering/Architecture management functions
- Excellent interpersonal and negotiation skills required
- Computer skills and knowledge of business software applications
- Knowledge of engineering and construction means and methods, and management principles
- Ability to communicate effectively, orally and in writing, with employees, consultants, other governmental agency representatives, city officials, and the general public
- Efficient time management methods
- Ability to effectively lead and/or participate as a member of GOAA Committees
- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

### **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- Professional Engineer, Architect, or General Contractor license at time of hire or within 6 months of hire/promotion

### **SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees, as well as indirect oversight of contracted staff

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

- Handles day to day departmental matters and attends to the long range development and program needs following GOAA's strategic master plan.
- Review and approve the performance evaluations of departmental staff. Develop GOAA policies, procedures and master plan activities on a continuing basis.
- Coordinate operations and activities, establish standards of performance, provide counsel for unusual problems, evaluate performance and compliance with policies, procedures, negotiates, etc. Assign work and follows-up to verify GOAA policies, procedures, and plans are carried out.
- High degree of independence, extensive latitude in initiative, judgement and authority. Independent judgment is exercised routinely.

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

**APPROVAL SIGNATURES:**

  
box SIGN 4W88QYZJ-4279Z3Y5

Sep 1, 2023

Immediate Supervisor/SVP Date

  
box SIGN 4Q8XW3KX-4279Z3Y5

Sep 1, 2023

Chief Operating Officer Date

  
box SIGN 42KZV7VX-4279Z3Y5

Sep 5, 2023

Vice President, Human Resources Date

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**FLSA:** Exempt

**EEO Category:** Officials and Administrator

**Shift Premium:** N/A

**Rotating Shift:** N/A

## Vice President, Engineering & Architecture

Department: Engineering &amp; Construction

Date: August 31, 2023

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

<u>Frequency</u>		<u>Importance</u>					
<b>Constant:</b>	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
<b>Very Frequent:</b>	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
<b>Frequent:</b>	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
<b>Occasional:</b>	6-20% (1-2 hours per 8 hour day)						
<b>Rare:</b>	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	3
Noxious Fumes						X	1
Chemicals						X	1
Insects						X	1
Heights, Confined Areas						X	1
Excessive Noise						X	1
Other							
Equipment/Vehicles		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X				3
Other							

**SUPERVISOR COMMENTS:**

Field project site visits. Meetings on and off GOAA properties.



Sep 1, 2023

Immediate Supervisor/SVP

Date



Sep 1, 2023

Chief Operating Officer

Date

Human Resources - Compensation

Date

**Vice President, Facilities**

Department: Maintenance

Date: August 8, 2023

Title of Immediate Supervisor: Chief of Operations

Pay Level: E1

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**POSITION SUMMARY:** Oversee the organization, guidance and direction to all Maintenance Department activities concerning the construction, operation, and maintenance of Orlando International Airport and Orlando Executive Airport in an effective manner consistent with the strategic goals (long- and short-term) and the mission statement of the Greater Orlando Aviation Authority. Also responsible for all airfield, exterior electrical power distribution and lighting systems, and equipment associated with Aviation Authority buildings and structures at Orlando Executive 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:*

- Develop policies, procedures, and resources necessary for directing the Maintenance Department in accordance with the GOAA-approved mission and objectives.
- Prepare and monitor all aspects of the Maintenance Department budgets (capital improvements and operation and maintenance expense); builds the Capital Improvement Plan (CIP).
- Establish and maintain the organizational structure best suited to accomplish the mission of the Aviation Authority.
- Develop effective planning and scheduling of all maintenance work, including a preventive-predictive maintenance program.
- Provide necessary safety measures for all facilities and equipment. Responsible for compliance with all insurance, ordinance, Federal Aviation Association (FAA) and codes as they relate to facilities and equipment.
- Responsible for staying current on all GOAA emergency response procedures and ensuring proper response as required.
- Responsible for proposals for upgrade, replacement, and/or disposal of facilities and equipment which is based in completely or in part on maintenance or utilities savings.
- Responsible for determining, ordering and installing in-house, purchased, GOAA-owned or leased equipment.
- Direct and oversee staff assignments to establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Make recommendations regarding entering into all contracts and agreements necessary or incidental to the performance of the Maintenance Department's duties, and employ consulting services and other advisors as may be necessary to accomplish the purpose of the GOAA mission.
- Consult and coordinate matters relating to facility construction, operation, and maintenance with appropriate City, County and Federal agencies.
- Cooperate with all city, county, state, and Federal agencies and other GOAA departments to carry out all policies and programs.
- 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.
- Oversee performance evaluation process for areas of responsibility. Management approval of time sheets in electronic timekeeping system.
- Monitor compliance with all city, county, state, Federal, and other regulatory agency policies, rules, and mandates.
- Maintain a work environment that promotes the organizations values, ethics, integrity and legal responsibilities.
- Perform other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

Bachelor degree in Engineering, Construction or related field and a minimum of ten (10) years experience in airport operations and maintenance including demonstrated leadership skills and knowledge of engineering, construction and maintenance management practices; knowledge of Federal Aviation regulations; or an equivalent combination of education, training & experience. Master degree in Facilities Management desired.

## **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Demonstrated skill in developing and implementing complex initiatives
- Demonstrated in-depth knowledge of Facilities and Grounds maintenance
- Excellent interpersonal and communication skills
- Demonstrated skill in supervising and motivating staff
- Effective budget management skills
- Basic computer skills
- Efficient and effective time management skills

## **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- Professional Engineering registration and/or General Contracting licenses desired

## **SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees; indirectly supervises a staff of approximately two-hundred and twenty (220) employees.

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

- Expected to work independently without supervision – supervisor consulted in cases of exception, planning, etc.
- Interpret policy, contracts, laws, etc.
- Design, appraise, analyze, evaluate on a regular basis
- High level of authority
- Independent decisions based on industry and professional standards
- Assessment of the degree of risk
- Decision to recommend outside contractors for specific assignments
- Procedural changes, which affect other departments or which, by policy, require executive management or Board approval, are recommended to appropriate level of management.
- Actions which could significantly impact the Authority's costs or service levels, the Authority's liability or which could prove controversial for the Authority are referred to executive management or the Board for approval.

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

**APPROVAL SIGNATURES:**



boxSIGN 159VPOK1-469JLYYP

Sep 7, 2023

Immediate Supervisor/CofO)

Date



boxSIGN 4QBKW3KX-469JLYYP

Sep 8, 2023

Chief Operating Officer

Date



boxSIGN 49KZV70X-469JLYYP

Sep 6, 2023

Vice President, Human Resources

Date

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**FLSA:** Exempt

**EEO Category:** Officials and Administrators

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**Shift Premium:** N/A

**Rotating Shift:** N/A

**Vice President, Facilities**

Department: Maintenance


Date: August 8, 2023

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

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


 Sep 7, 2023

Immediate Supervisor/(CofO) Date


 Sep 5, 2023

Human Resources - Compensation Date


 Sep 8, 2023

Chief Operating Officer Date

**Vice President, Human Resources**

Department: Human Resources

Date: August 1, 2023

Title of Immediate Supervisor: Chief Administrative Officer

Pay Level: E1

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**POSITION SUMMARY:** Provide executive-level leadership and guidance to the organizations within the Greater Orlando Aviation Authority (GOAA). Oversee all aspects of human resources activities in general personnel management including, benefits, compensation, recruitment, HRIS, training and development, and retirement.

**DUTIES AND RESPONSIBILITIES:** *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not 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 various Human Resources programs including labor relations, employee relations/investigations, legal compliance, talent acquisition, HRIS systems, benefits, performance management, compensation/classification, budget, policy interpretation and update, and management of the Human Resources office.
- Develop and implement Human Resource goals, objectives and strategies to support the overall organizational needs.
- Serve as chief spokesperson for labor contract negotiations and oversee contract administration.
- Work with executives and management teams to develop talent and management succession that aligns with the strategy and objectives of the company.
- Mitigates legal risks throughout the organization by managing conflicts with and between employees, handling and investigating complaints, and other unjust practice allegations.
- Facilitate organizational and departmental alignment of activities associated with employee compensation and benefit programs.
- Chair Retirement Benefits Committee.
- Oversee the execution of employee development programs.
- Work with management teams to meet staffing needs for the organization.
- Manage Worker's Compensation claims in conjunction with Risk Management.
- Establish effective administration of all human resources programs.
- Track compliance with all applicable employment laws and regulations.
- Develop and effectively administer assigned budgets.
- Establish Total Rewards goals and initiate specific programs to accomplish GOAA's compensation and benefits objectives while ensuring cost-effective implementation. Models and compares total rewards data (internally and externally); develops reports and key metrics to support analysis and decision-making.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training, and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor's Degree in Business, Human Resources or closely related field and ten (10) years of progressively responsible department leadership experience in Human Resources or an equivalent combination of education, training and experience. Master's degree preferred. Leadership and management experience in an airport, airline or governmental agency preferred.

## SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Analytical skills with a wide variety of Human Resources and safety/risk management functions
- Extensive knowledge of all human resources functions including labor relations, employee relations/investigations, legal compliance, talent acquisition, HRIS systems, benefits, performance management, compensation/classification, budget, policy interpretation
- Excellent oral and written communication skills in English; multi-lingual skills a plus
- Excellent interpersonal and teamwork skills
- Demonstrated ability to understand, critique, negotiate, market and manage contracts and insurance policies
- Demonstrated skill in supervising and motivating staff, developing and implementing complex initiatives
- Computer skills and knowledge of business software applications.
- Ability to effectively lead and/or participate as a member of GOAA Committees
- Ability to maintain confidentiality and handle difficult situations with tact
- 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
- SHRM-CP, SHRM-SCP, PHR, or SPHR Certification preferred

## SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately five (5); indirectly supervises a staff of approximately eight (8)

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

- High degree of independence and authority, with minimal supervision, extensive latitude in initiative judgment and authority
- Independent decisions and recommendations based on industry and professional standards
- Decision to engage outside contractors for specific assignments
- Procedural changes, which affect other departments or which, by policy, require executive management or Board approval, are recommended to appropriate level of management
- Create, design, appraise, analyze, interpret, negotiate and evaluate on a regular basis

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

## APPROVAL SIGNATURES:

*Yvonne Rodriguez*

box SIGN 173WLS61-4279QJXP

Sep 18, 2023

Chief Administrative Officer

Date



box SIGN 1V3Q39J4-4279QJXP

Sep 18, 2023

Chief Executive Officer

Date

**FLSA:** Exempt

**EEO Category:** Officials and Administrators

**Shift Premium:** N/A

**Rotating Shift:** N/A

## Vice President, Human Resources

Department: Human Resources

Date: August 1, 2023

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

Frequency		Importance					
<b>Constant:</b> More than 80% (6 1/2 hours or more per 8 hour day) <b>Very Frequent:</b> 51-80% (4 1/2-6 hours per 8 hour day) <b>Frequent:</b> 21-50% (2 1/2-4 hours per 8 hour day) <b>Occasional:</b> 6-20% (1-2 hours per 8 hour day) <b>Rare:</b> 0-5% (Less than 1 hour per 8 hour day)		3 - Critical part of Job; can't be done any other way 2 - Important, but may be performed in some other way 1 - Not Critical; may be reassigned or not performed at all					
Physical Effort		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X		2
Walking					X		2
Sitting			X				3
Lifting:	0 – 20 lbs					X	1
	20 – 50 lbs					X	1
	51+ lbs					X	1
Bending/Stooping					X	1	
Pushing, Pulling and/or Digging					X	1	
Reaching over head					X	1	
Kneeling, Crawling					X	1	
Climbing (ladders, stairs, hills)					X	1	
Typing/CRT (attention to detail)			X				3
Speaking & Hearing		X					3
Detailed Inspection/Reading/Editing		X					3
Writing		X					3
Other							
Working Conditions		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather						X	1
Noxious Fumes						X	1
Chemicals						X	1
Insects						X	1
Heights, Confined Areas						X	1
Excessive Noise						X	1
Other							
Equipment/Vehicles		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X				3
Other							
<b>SUPERVISOR COMMENTS:</b>							


  
boxSIGN 17M1561-0279QRP

Sep 18, 2023

Chief Administrative Officer

Date


  
boxSIGN 4279XVZ2-0279QRP

Sep 19, 2023

Human Resources - Compensation

Date

**Vice President, Information Technology**

Department: Information Technology

Date: August 2, 2023

Title of Immediate: Chief Creative Officer

Pay Level: E1

**POSITION SUMMARY:** Oversee the Information Technology and Business Application operations for the Greater Orlando Aviation Authority (GOAA). Responsible for IT concept development and innovation projects; oversee the management of the IT Master Plan. Define and develop best practices, processes and policies to align with GOAA strategy and goals. Management responsibility for the project management, configuration and capacity functions of the Information Technology department.

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

- Oversee the Information Technology and Business Application operations; establish goals and objectives to accomplish departmental functions.
- Build and lead IT concept development and innovation projects; oversee the management of the IT Master Plan. Define and develop best practices, processes and policies maintaining alignment with GOAA strategy and goals.
- Develop implementation plans for dealing with complex requests for change or for the introduction of new services, evaluating risks to integrity of infrastructure inherent in proposed implementations and review the effectiveness of change implementation.
- Oversee IT Operations Center contract and staff; manage other assigned contracts and staff.
- Oversee the IT Governance Council process and a comprehensive on-going IT project management plan.
- Manage the use of and serve as system administrator for the current program management application/tool. Establish and maintain configuration management processes and procedures.
- Direct and coordinate the annual budget activities for the department including staffing, hardware and software services; negotiate contracts and services with vendors; coordinate, review and analyze requests for proposals including ensuring compliance within technical specifications; assist in development of information technology budget.
- Review the statistical data and complete trend analysis to make appropriate recommendations to Chief Executive Officer.
- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor's Degree in Computer Science, Management Information Systems, Business Administration, Public Administration or related field and ten (10) years' increasingly responsible experience in the management and administration of a major information technology function or an equivalent combination of education, training and experience. Supervisory experience required.

**SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Demonstrated ability to plan, schedule, organize, prioritize and manage multiple priorities and projects while anticipating possible impacts and benefits of change
- Demonstrated accomplishments in project management and planning





Vice President, Information Technology

Department: Information Technology

Date: August 2, 2023

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

Frequency		Importance					
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
Occasional:	6-20% (1-2 hours per 8 hour day)						
Rare:	0-5% (Less than 1 hour per 8 hour day)						
Physical Effort		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X		3
Walking					X		3
Sitting			X				3
Lifting: 0 - 20 lbs						X	1
20 - 50 lbs						X	1
51+ lbs						X	1
Bending/Stooping						X	1
Pushing, Pulling and/or Digging						X	1
Reaching over head						X	1
Kneeling, Crawling						X	1
Climbing (ladders, stairs, hills)						X	1
Typing/CRT (attention to detail)			X				3
Speaking & Hearing		X					3
Detailed Inspection/Reading/Editing		X					3
Writing			X				3
Other							
Working Conditions		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather						X	1
Noxious Fumes						X	1
Chemicals						X	1
Insects						X	1
Heights, Confined Areas						X	1
Excessive Noise						X	1
Other							
Equipment/Vehicles		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle				X			3
General Office Equipment (Computer, Copier, Fax, etc.)			X				3
Other							
SUPERVISOR COMMENTS:							

Immediate Supervisor (CEO)

Date

Human Resources - Compensation

Date

**Vice President, MCO Operations**

Department: Operations Administrations

Date: August 15, 2023

Title of Immediate Supervisor: Chief of Operations

Pay Level: E1

**POSITION SUMMARY:** Oversee the overall management of the Airport Operations divisions at Orlando International Airport (OIA) including but not limited to Landside, Airfield, Airline, Baggage Handling Systems, Ground Support Equipment, Parking, Ground Transportation, and Noise Abatement.

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

- Plan, develop, promote, and implement programs to meet the goals and objectives of the Airport Operations department. Develop business plan and establish priorities. Recognize, analyze and assess areas of concern, and develop proposed solutions.
- Maintain thorough knowledge of current aviation and general aviation regulations and confirm assigned areas remain in compliance with all required federal, state, county and local regulations and standards, and other applicable laws, rules, regulations and permits.
- Oversee all required regulatory reporting for the department.
- Coordinate with Federal Aviation Administration (FAA) and other agencies as assigned.
- Design, recommend, implement and manage policies and procedures to comply with Federal Customs and Border Protection (CBP), handling of international baggage and trash, environmental and other regulatory requirements.
- Responsible for obtaining the Airport License annually.
- Monitor Airlines and Fixed Base Operators (FBOs) and business tenants for compliance with airport operational policies.
- Lead the Aviation Authority's emergency response operations, update the Aviation Authority's emergency response plan, and oversee emergency preparedness in areas of responsibility.
- Required to respond after hours for emergencies and operational disruptions.
- Oversee the airport noise abatement program to minimize negative impact to the environment and the neighboring public resulting from airport operations; may attend meetings with the public to address issues and concerns.
- Develop and effectively administer assigned budgets. Research and develop cost saving measures.
- Maintain a work environment that promotes the organization's values, ethics, integrity and legal responsibility.
- Consistently lead the effort to improve and streamline work processes and improve customer service: formulate and recommend department policy and procedure.
- Direct and oversee staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment and effective processes for the selection, training and development of qualified staff, succession planning, communications, business continuity, etc.
- Establish and maintain effective working relationships with senior management of airlines and other airport tenants.
- Act as an ambassador for the Greater Orlando Aviation Authority regarding airport operations matters Administer contracts; may draft/negotiate contracts and/or manage the proposal/evaluation/selection process
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor degree in Aviation Management, Business Administration or related field and ten (10) years directly related experience in airport/airline operations, or an equivalent combination of education, training and experience. Minimum of five (5) years experience in management and leadership roles that include directing and oversight of staff in multiple airport

operations areas and emergency response operations required. Experience with FAR 139 and 49 CFR part 1542 compliance required. Airport parking operations experience preferred.

#### **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Demonstrated skill in analyzing, developing and implementing complex operational initiatives
- Excellent public relations skills to act as an ambassador for the Greater Orlando Aviation Authority
- Able to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents
- Excellent written and oral communication skills, strong presentation skills, and the ability to communicate effectively in English
- Demonstrated skill in supervising and motivating staff
- Strong contract and negotiation skills
- Experience with regulatory compliance required including FAR 139 and 49 CFR part 1542
- Knowledge of applicable regulations including but not limited to: Federal Aviation Administration (FAA) requirements including noise and emergency operations; knowledge of Federal Customs and Border Protection (CBP) requirements including international flight and passenger movements, handling of international trash and environmental regulations including Florida Department of Environmental Protection and South Florida Water Management District requirements
- Basic computer skills
- Efficient and effective time management skills

#### **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- American Association of Airport Executives (AAAE) credential(s) preferred

#### **SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) employees; indirectly supervises a staff of approximately three hundred seventy-four (374) employees.

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

- This is an executive level position, expected to show a high degree of independence, initiative, judgment and authority.
- Judgment exercised in long- and short-term strategic planning, negotiations, policy development, and financial initiatives.

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

**APPROVAL SIGNATURES:**



box SIGN 159VPQK1-4279Q25Y

Sep 6, 2023

Immediate Supervisor (CofO)

Date



box SIGN 4Q8XW3KX-4279Q25Y

Sep 8, 2023

Chief Operating Officer

Date



box SIGN 42KZY7VX-4279Q25Y

Sep 6, 2023

Vice President, Human Resources

Date

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**FLSA:** Exempt

**Shift Premium:** N/A

**EEO Category:** Officials and Administrators

**Rotating Shift:** N/A

## Vice President, MCO Operations

Department: Operations Administration

Date: August 15, 2023

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

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



boxSIGN 159VPQK1-4279Q25Y

Sep 8, 2023

Immediate Supervisor (CofO)

Date



boxSIGN 4QBWX3KX-4279Q25Y

Sep 8, 2023

Chief Operating Officer

Date



boxSIGN 1AVZXR8-4279Q25Y

Sep 6, 2023

Human Resources - Compensation

Date

**Vice President, ORL Operations**

Department: OEA – General Aviation

Date: August 15, 2023

Title of Immediate Supervisor: Chief of Operations

Pay Level: E1

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**POSITION SUMMARY:** Oversee the overall management of the Orlando Airport (OEA) general aviation facility including but not limited to fixed base operations, leasing and property management, tenant relations, Customs and Border Protection (CBP) requirements, and environmental regulations.

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

- Plan, develop, promote, and implement programs to meet the goals and objectives of OEA. Develop business plan and establish priorities. Recognize, analyze and assess areas of concern, and develop proposed solutions.
- Maintain thorough knowledge of current aviation and general aviation regulations and confirm assigned areas remain in compliance with all required federal, state, county and local regulations and standards, and other applicable laws, rules, regulations and permits.
- Oversee all required regulatory reporting for OEA.
- Coordinate with Federal Aviation Administration (FAA) and other agencies as assigned.
- Design, recommend, implement and manage policies and procedures to comply with Federal Customs and Border Protection (CBP), handling of international baggage and trash, environmental and other regulatory requirements.
- Responsible for obtaining the Airport License annually.
- Monitor Fixed Base Operators (FBOs) and business tenants including food and retail for compliance with airport policies. Remain abreast of tenant requirements and coordinate proper action when necessary.
- Responsible for emergency preparedness in areas of responsibility.
- Required to respond after hours for emergencies and operational disruptions.
- Develop and effectively administer assigned budgets. Research and develop cost saving measures.
- Serve as a voting member on the OEA Advisory Committee; report as requested on OEA operations, Board items, and other items of concern to tenants and community. Maintain up-to-date knowledge of regulations and practices governing noise and other ongoing concerns.
- Develop and maintain effective working relationships with tenants, customers, visitors, Aviation Authority staff, community leaders and OEA neighborhood associations; attend meetings as needed to address concerns and issues such as noise abatement.
- Maintain a work environment that promotes the organization's values, ethics, integrity and legal responsibility.
- Consistently lead the effort to improve and streamline work processes and improve customer service, formulate and recommend department policy and procedure.
- Direct and oversee staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment and effective processes for selection, training and development of qualified staff, succession planning, communications, business continuity, etc.
- Act as ambassador for the Greater Orlando Aviation Authority regarding matters at OEA
- Administer contracts and lease agreements; draft/negotiate contracts and manage the proposal/evaluation/selection process.
- Perform other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

Bachelor degree in Business, Aviation Management or Public Administration and seven (7) years of progressively responsible leadership experience in airport administration or an equivalent combination of education, training and experience. Experience with contract administration required; experience with lease and property management preferred.

## **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Demonstrated leadership skills in upper management positions
- Demonstrated skill in analyzing, developing and implementing complex operational initiatives
- Excellent public/customer relations skills to act as an ambassador for the Greater Orlando Aviation Authority regarding matters at OEA
- Demonstrated in-depth knowledge of general aviation airport management
- Demonstrated oversight of Fix Based Operators (FBO) and business tenants including food and retail
- Knowledge of applicable regulations including but not limited to: Federal Aviation Administration (FAA) requirements including noise and emergency operations, Federal Customs and Border Protection (CBP) requirements including international flight and passenger movements, handling of international trash, and environmental regulations including Florida Department of Environmental Protection and St. John's River Water Management District requirements
- Able to interpret and compile statistical data, prepare detailed reports, contracts, and analyze legal and financial documents
- Excellent written and oral communication skills, strong presentation skills, and the ability to communicate effectively in English
- Efficient and effective time management skills
- Demonstrated skill in supervising and motivating staff
- Strong contract and negotiation skills
- Basic computer skills

## **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- American Association of Airport Executives (AAAE) credential(s) preferred

## **SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises eight (8) staff, indirectly supervises a staff of approximately seven (7) employees


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

- This is an executive level position, expected to show a high degree of independence, initiative, judgment and authority.
- Judgment exercised in long- and short-term strategic planning, negotiations, policy development, and financial initiatives.

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

**APPROVAL SIGNATURES:**

  
\_\_\_\_\_  
Immediate Supervisor (CofO)                      07-18-2023  
Date

  
\_\_\_\_\_  
Chief Operating Officer                      18 Aug 23  
Date

  
\_\_\_\_\_  
Vice President, Human Resources                      8/21/23  
Date

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**FLSA:** Exempt

**Shift Premium:** N/A

**EEO Category:** Officials & Administrator

**Rotating Shift:** N/A

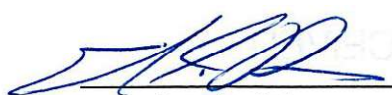
**Vice President, ORL Operations**


Department: ORL- General Aviation


Date: August 15, 2023

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

Frequency		Importance				
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way				
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way				
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all				
Occasional:	6-20% (1-2 hours per 8 hour day)					
Rare:	0-5% (Less than 1 hour per 8 hour day)					
Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X	X		2
Walking			X	X		2
Sitting			X			2
Lifting: 0 – 20 lbs					X	1
20 – 50 lbs					X	1
51+ lbs					X	1
Bending/Stooping					X	1
Pushing, Pulling and/or Digging					X	1
Reaching over head					X	1
Kneeling, Crawling					X	1
Climbing (ladders, stairs, hills)					X	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						
<b>SUPERVISOR COMMENTS:</b>						


 08-18-2023  
 Immediate (CofO) \_\_\_\_\_ Date


 18 Aug 23  
 Chief Operating Officer \_\_\_\_\_ Date


 6/18/2023  
 Human Resources - Compensation \_\_\_\_\_ Date

**Vice President, Procurement Services**

Department: Procurement Services

Date: August 14, 2023

Title of Immediate Supervisor: Chief Financial Officer

Pay Level: E1

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**POSITION SUMMARY:** Responsible for providing organization, guidance and direction for all Procurement Services department activities regarding the procurement of Goods and Services, Contract Administration, Inventory Management, the development of Procurement Policies, Strategies and Process Improvements for Orlando International Airport (OIA) and Orlando Executive Airport (OEA) in an effective manner consistent with the strategic goals and the mission statement of the Greater Orlando Aviation Authority (GOAA). Responsible for advising GOAA's Senior Leadership of areas of concern and suggest solutions utilizing best practices in public procurement, and within the guidelines of GOAA's policies and procedures, regulatory statutes and federal agencies, as applicable.

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

- Plan, develop, promote, and implement programs to meet the goals and objectives of the Procurement Services department activities. Develop business plan and establish priorities. Recognize, analyze and assess areas of concern, and develop proposed solutions. Establish and maintain the organizational structure best suited to accomplish GOAA's mission.
- Develop and implement policies, procedures and resources necessary for directing the Procurement Services department in accordance with the GOAA-approved mission and objectives.
- Direct and oversee staff assignments to establish and maintain an efficient and effective organizational structure in all areas of assignment and confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications and business continuity. Maintain a safe and secure work area for employees. Prepare and conduct performance evaluations; participate in interviewing and selection of employees, and recommend disciplinary action, as needed.
- Analyze GOAA's addressable spend, ensuring proper spend under management and strategic contracts.
- Make recommendations to GOAA's departments as to best practices and methods for procuring goods and services for the daily operations of both OIA and OEA.
- Assist GOAA's departments in the development of specifications, terms and conditions for all procurements, contracts and agreements necessary or incidental to the performance of the departments as necessary to accomplish the purpose of GOAA's mission.
- Act as the subject matter expert for GOAA related to Purchasing, Contracts, Inventory Management practices, and Property Control.
- Develop effective property control practices to ensure all capital fixed assets are properly tagged and annually inventoried.
- Develop effective eProcurement practices to include optimizing the utilization of GOAA's ERP system and third party eProcurement platforms.
- Oversee GOAA's Procurement Committee meetings including but not limited to agendas and minutes.
- Verify and maintain the adherence of regulatory requirements as well as the ethical and best practices as it relates to the Procurement Services department.
- Develop and implement strategies and methodologies for sourcing new products and services.
- Collaborate with internal customers to understand demand, assist budgeting, identify opportunities for improvement and cost savings.
- Collaborate with external business partners for emergency preparedness.
- Prepare and effectively administer the Procurement Services department budget.
- Oversee GOAA's Purchasing Card Program for compliance.

## RESPONSIBILITIES (continued)

- Exercise approval authority as delegated by the Authority through the Operational Procedures (Section 450).
- Develop effective material management practices to maximize existing warehouse space, to facilitate the protection of resources, and to maintain a sensible balance between storing goods for issuance of just-in-time deliveries to meet GOAA's needs.
- Represent the Procurement Department in case of Appeals or Protests.
- Responsible for staying current on all GOAA emergency response procedures and maintaining proper response as required.
- Perform other duties as assigned.

## MINIMUM QUALIFICATIONS:

Bachelor Degree in Business Administration, Public Administration or related field and ten (10) years of progressively responsible diversified work experience in procurement in a public sector, preferably an airport or other transportation authority, or an equivalent combination of education, training and experience. Experience in warehouse management is preferred.

## SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Must have demonstrated leadership skills; analysis and problem resolution skills; ability to plan, schedule, organize, prioritize and manage multiple projects
- Excellent written and oral communication and interpersonal skills
- Familiarity with State of Florida Contracts, GSA Contracts and other cooperative agreements
- Working knowledge of the solicitation and award process for major purchases of commodities, equipment and services, as allowed by statute in the State of Florida
- Working knowledge of specification, statement of work and purchase description development in the public sector
- Familiarity with State of Florida statutes pertaining to public procurement
- Working knowledge of contract document development and contract management
- Working knowledge of Surplus Property management, as allowed by statute in the State of Florida
- Strong negotiation skills
- Intermediate to advanced computer skills and Microsoft Office programs experience required, working knowledge of an Enterprise Resource Planning System, and an eProcurement system preferred.
- Strong understanding of the Florida Sunshine Law
- Effective budget management skills

## LICENSES/CERTIFICATIONS REQUIRED:

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

**SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately four (4) employees indirectly supervises a staff of approximately 30 including bargaining and non-bargaining, as well as indirect oversight of contracted staff

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

- High degree of independence, extensive latitude in initiative, judgement and authority.
- High level negotiation skills
- Establish plans, procedures, and guidelines for a division
- Interpret policy, contracts, laws, etc.
- Design, appraise, analyze, evaluate department objectives on a regular basis
- Responsible for decisions of high monetary impact
- Independent decisions based on public procurement and professional standards
- Assessment of the degree of risk when determining methods of procurement
- Decision to recommend outside contractors for specific assignments
- Procedural changes, which affect other departments or which, by policy, require executive management or Board approval, are recommended to appropriate level of management
- Actions which could significantly impact GOAA's costs or service levels, liability or which could prove controversial for GOAA are referred to executive management or the Board for approval

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

**APPROVAL SIGNATURES:**

*Kathleen M. Sharma, CFO*  
BOOK SIGN 4K67561-138K/V09  
\_\_\_\_\_  
Immediate Supervisor/ CFO  
Oct 18, 2023  
Date

*Randy Hudgins*  
BOOK SIGN 42K270X-138K/V09  
\_\_\_\_\_  
Vice President, Human Resources  
Oct 20, 2023  
Date

*Kevin J. Thibault*  
BOOK SIGN TV3Q3744-138K/V09  
\_\_\_\_\_  
Chief Executive Officer  
Oct 19, 2023  
Date

**FLSA:** Exempt

**Shift Premium:** N/A

**EEO Category:** Officials and Administrators

**Rotating Shift:** N/A

**Vice President, Procurement Services**

Department: Procurement Services

Date: August 14, 2023

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

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

*Rochelle M. Sherman, CFO*
ba6k5i9h 46487961 130KXFP9F

Immediate Supervisor/ CFO

**Oct 18, 2023**

Date

*Kevin J. Thibault*
ba6k5i9h 46487961 130KXFP9F

Chief Executive Officer

**Oct 19, 2023**

Date

*Natalia Londono*
ba6k5i9h 42796922 130KXFP9F

Human Resources - Compensation

**Oct 22, 2023**

Date

**Vice President, Real Estate**

Department: Commercial Properties

Date: August 8, 2023

Title of Immediate Supervisor: Chief Development Officer

Pay Level: E1

---

**POSITION SUMMARY:** Responsible for the strategic planning, marketing and implementation of business initiatives for commercial land, facilities development and redevelopment of existing facilities consistent with the Greater Orlando Aviation Authority's (GOAA) strategic plan. Responsible for generating maximum revenues from airport tenants and users consistent with GOAA's policies. Provide oversight of the planning, development and implementation of all commercial properties and facility leasing programs and initiatives.

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

- Lead airport wide efforts in evaluating the full economic development potential and financial value of airport real estate holdings and to communicate the potential use and value of these properties to GOAA's Executive Staff, Committees and Board while serving as both an internal resource and driving force for the development of these properties.
- Responsible for current and new business development and analysis as well as maintaining excellent ongoing business and properties management practices.
- Responsible for increasing airline and non-airline revenues. Support business development efforts and the needs of other elements of the airport organization.
- Provide leadership, strategic direction, and functional expertise in commercial development and leasing of properties at Orlando International Airport and Orlando Executive Airport.
- Oversee coordination of strategic planning staff to evaluate, identify, and prepare for development properties with near and medium-term potential to boost financial returns and demonstrate commitment to community economic development.
- Build strong links with the operating divisions, consulting on real estate development potential and coordinating on the development of properties no longer essential to their operations.
- Lead and oversee business negotiations relating to compliance in accordance with their lease agreements with airline and aviation partners, users, buyers, other public agencies and financing sources.
- Develop, implement and maintain revenue producing and enhancing strategies for the support of airline and airport activities.
- Direct and oversee Commercial Properties staff, consultants, and budget to achieve GOAA's strategic and operational objectives.
- Provide guidance and direction to assist the CP staff with their career development
- Primary contact on airline agreements and F.B.O. contractual matters, providing access to GOAA resources and services and confirming high standards are maintained in delivering services to customers in long-term relationships. Provide interdepartmental coordination on airline and tenant issues.
- 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 tenant billing and payment issues.
- Coordinate airline and tenant construction projects with other departments and outside consultants. Work with planners and architects to prepare space and coordinate tenant work in finishing space.
- Prepare and present items to internal committees and the Aviation Authority Board.
- Verify maintenance of contract documents, lease records and permits for all tenants in compliance with GOAA policies.

## RESPONSIBILITIES (Continued):

- Assist in the preparation of airline rates and charges analysis in support of airline/airport negotiations and pricing of GOAA services.
- Manage the preparation and monitoring of GOAA's annual revenue budgets.
- Perform other duties as assigned.

## MINIMUM QUALIFICATIONS:

Bachelor degree in Aviation Management, Business Administration or related field and ten (10) years management experience in airport/airline operations at a medium to large hub airport preferred. Strong background in commercial development with an emphasis on financial and economic analysis required. Experience in supervising and directing professional level employees required. Relevant professional accreditations and graduate level course work or degree desirable. Master of Business Administration desired.

## SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:

- Strong negotiation skills
- In-depth knowledge and experience of business research methods, and relevant computer applications
- Knowledge of real estate concepts, commercial development projects at airports including planning, project definition, airline/airport operations, and property management
- Skilled in developing market analysis to assess prospective new development
- Knowledge of the commercial development real estate industry, including finance principles and the ability to apply these principles in analyzing business proposals
- Strong leadership skills, including the ability to lead teams of internal professionals, consultants, and others in alternative analysis, project planning and implementation
- Skilled in, and able to negotiate complex real estate transactions
- Strong verbal and written communications skills
- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives

## LICENSES/CERTIFICATIONS REQUIRED:

- Valid Florida driver's license
- Relevant professional accreditations and/or A.A.E desired

## SUPERVISORY RESPONSIBILITIES: *(Indicate number supervised)*

- Directly supervises a staff of approximately three (3) employees; indirectly supervises a staff of approximately five (5) employees.


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


- High degree of independence, minimal supervision. Extensive latitude in initiative, judgment
- Independent preparation of financial, statistical, policy and economic analyses, which contribute to the GOAA's performance and success.
- Good judgment and ethical behavior is critical in developing and negotiating airline and other Agreements.
- Requires a clear and complete understanding of relevant policy, procedure, contracts, legislation, and regulations in order to interpret and communicate them for staff, tenants and current and potential users of Authority resources.
- Frequent public and outside business contacts and must represent GOAA's interests with consistent credibility.

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**APPROVAL SIGNATURES:**

  
box SIGN 4YRKR268-4YWRSRVR  
\_\_\_\_\_  
Feb 5, 2024  
Date

  
box SIGN 1V3Q3914-4YWRSRVR  
\_\_\_\_\_  
Feb 5, 2024  
Date

  
box SIGN 42KZV7VX-4YWRSRVR  
\_\_\_\_\_  
Feb 5, 2024  
Date

Immediate Supervisor/ CDO  
Vice President, Human Resources

Chief Executive Officer

**FLSA:** Exempt

**Shift Premium:** N/A

**EEO Category:** Officials & Administrators

**Rotating Shift:** N/A

## Vice President, Real Estate

Department: Commercial Properties

Date: August 8, 2023

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

Frequency		Importance					
<b>Constant:</b>	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
<b>Very Frequent:</b>	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
<b>Frequent:</b>	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
<b>Occasional:</b>	6-20% (1-2 hours per 8 hour day)						
<b>Rare:</b>	0-5% (Less than 1 hour per 8 hour day)						
Physical Effort		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X			3
Walking				X			3
Sitting				X			3
Lifting:	0 – 20 lbs				X		1
	20 – 50 lbs					X	1
	51+ lbs					X	1
Bending/Stooping						X	2
Pushing, Pulling and/or Digging					X		2
Reaching over head					X		2
Kneeling, Crawling						X	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	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							
Other							
<b>SUPERVISOR COMMENTS:</b>							

*M. Victoria Jaramillo*
backSIGN 4YR0228-4YWR5EVR
**Feb 5, 2024**

Immediate Supervisor/ CDO

Date

*Natalia Londono*
backSIGN 4Z79XVZ2-4YWR5EVR
**Feb 10, 2024**

Human Resources - Compensation

Date

**Vice President, Risk Management**

Department: Risk Management

Date: August 14, 2023

Title of Immediate Supervisor: Chief Financial Officer

Pay Level: E1

---

**POSITION SUMMARY:** Provide senior-level safety and risk management leadership functions for the Greater Orlando Aviation Authority (GOAA). Oversee the development and administration of safety programs to maintain compliance with safety, health and environmental regulations for GOAA employees, facilities, operations and the visiting public. Provide high-quality, best-practice, cost-effective risk management programs that protect GOAA assets, business operations and reputation within GOAA's risk strategy. Lead and manage loss prevention, risk transfer, insurance, claims management, business risk and opportunity management, business continuity, risk identification, risk mitigation, and strategic risk 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:*

- Provide risk management leadership, innovation, policies, programs and tools to facilitate identification, evaluation, mitigation and monitoring of GOAA's operational and strategic opportunities and risks to protect assets, business operations and reputation.
- Facilitate organizational and departmental alignment of opportunities and risks within GOAA's risk tolerance.
- Facilitate continuity of operations by providing oversight to the GOAA's business continuity planning, training and exercises that are consistent with the emergency response activities.
- Develop and execute marketing and budget strategies for insurance products and/or alternative strategies for airport liability, property, builders risk, public officials' liability, workers compensation, employers' liability, fiduciary liability, automobile liability, pollution liability, terrorism, crime, and travel accident exposures.
- Interface with executive management, insurance brokers, underwriters and consultants to determine coverage, loss limits, self-insured and deductible limits, and catastrophic coverage requirements.
- Review complex contracts and insurance documents and interface with legal counsel to establish indemnification and insurance requirements that provide appropriate risk transfer for GOAA contracts. Confirm that compliance is monitored.
- Provide cost-effective and reputation-sensitive claims and subrogation management that includes interface with insurers, legal counsels, plaintiffs, witnesses, adjustors, defendants and contractors. Recommend insurance and claim settlements to the Chief Executive Officer and to the Aviation Authority Board, as applicable.
- Oversee GOAA's employee safety programs. Integrate best practices and safety management systems.
- Promote and monitor regulatory compliance with safety, health and environmental regulations for employees, facilities, operations and the visiting public.
- Maximize safe work practices, minimize the possibility of injury or property damage and maintain compliance with relevant regulatory standards by developing, adapting and implementing programs that advance a safety culture within the organization, through workplace safety and facility safety.
- Establish investigation procedures for safety and health complaints submitted by management, employees, and the public and/or regulatory agencies; evaluate concerns and alternatives, resolve complaints and make recommendations for corrective changes. Review accidents and make recommendations for prevention of similar future incidents.
- Represent the Authority in trade organization and community initiatives that provide mutually beneficial opportunities.
- Develop and effectively administer assigned budgets.

## RESPONSIBILITIES (continued)

- Direct and oversee the work of staff. Establish and maintain an efficient and effective organizational structure in all areas of assignment. Confirm processes are in place for effective selection, training and development of qualified staff, succession planning, communications, emergency response, business continuity, etc.
- Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS:**

Bachelor degree in risk management, business, finance, insurance, aviation or a related field and ten (10) years of progressively responsible department leadership experience in risk management, insurance and safety related industries, or an equivalent combination of education, training and experience. Leadership and management experience in an airport, airline or governmental agency preferred.

### **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
  - Analytical skills with a wide variety of safety/risk management functions
  - Excellent oral and written communication skills in English; multi-lingual skills a plus
  - Excellent interpersonal and communication skills
  - Demonstrated ability to understand, critique, negotiate, market and manage contracts and insurance policies
  - Demonstrated skill in supervising and motivating staff, developing and implementing complex initiatives
  - Broad-based operational perspective to lead safety programs and facilitate solutions for non-insurance related business risks and/or successful experience developing and implementing an organizational risk management and business continuity programs
  - Negotiation/diplomatic persuasion skills
  - Ability to effectively lead and/or participate as a member of GOAA Committees
- Must be able and willing to work both standard and non-standard work schedules, including weekends to accommodate airport operations

### **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license

The following certifications and advanced education are desired, but not limited:

- Chartered Property & Casualty Underwriter (CPCU)
- Associate in Risk Management (ARM)
- Certified Risk Professional®
- American Association of Airport Executives (AAAE) designations as a Certified Member (CM) or Accredited Airport Executive (AAE)

### **SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervise a staff of approximately five (5) management level employees, indirectly supervise one (1) staff employee. Oversight of other GOAA staff, third party claims administrators, legal counsel, consultants and insurance brokers assigned to activities or special tasks within the department.

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

- High degree of independence and authority, with minimal supervision, extensive latitude in initiative judgment and authority
- Independent decisions and recommendations based on industry and professional standards
- Assessment in the degree of risk
- Decision to engage outside contractors for specific assignments
- Procedural changes, which affect other departments or which, by policy, require executive management or Board approval, are recommended to appropriate level of management
- Create, design, appraise, analyze, interpret, negotiate and evaluate on a regular basis
- Action which could significantly impact the GOAA's costs, service levels, liability or which could prove controversial for GOAA are referred to executive management or the Board for approval

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**APPROVAL SIGNATURES:**

*Kathleen M. Sharman, CFO*  
BOX SIGN 4KL67561-18LL7VY2  
 Nov 22, 2023  
 Immediate Supervisor/ CFO Date

*Kevin J. Thibault*  
BOX SIGN 1V3Q3914-18LL7VY2  
 Nov 22, 2023  
 Chief Executive Officer Date

*Randy Hudgins*  
BOX SIGN 42KZV7VX-18LL7VY2  
 Nov 22, 2023  
 Vice President, Human Resources Date

**FLSA:** Exempt

**Shift Premium:** N/A

**EEO Category:** Officials and Administrators

**Rotating Shift:** N/A

**Vice President, Risk Management**


Department: Risk Management

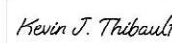
Date: August 14, 2023

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

Frequency		Importance					
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
Occasional:	6-20% (1-2 hours per 8 hour day)						
Rare:	0-5% (Less than 1 hour per 8 hour day)						
Physical Effort		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing					X		3
Walking					X		3
Sitting				X			3
Lifting:	0 - 20 lbs					X	2
	20 - 50 lbs					X	2
	51+ lbs					X	1
Bending/Stooping					X		2
Pushing, Pulling and/or Digging						X	1
Reaching over head						X	1
Kneeling, Crawling						X	1
Climbing (ladders, stairs, hills)						X	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:**

  
BOOK SIGN #167561-18LL7V12  
**Nov 22, 2023**  
 Immediate Supervisor / CFO Date

  
BOOK SIGN #167561-18LL7V12  
**Nov 22, 2023**  
 Chief Executive Officer Date

  
BOOK SIGN #279XV22-18LL7V12  
**Dec 8, 2023**  
 Human Resources - Compensation Date

**Vice President, Small Business**

Department: Small Business Development

Date: June 30, 2023

Title of Immediate Supervisor: Chief Administrative Officer

Pay Level: E1

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**POSITION SUMMARY:** Responsible for the development and administration of the Authority's Small Business Programs. Monitor all phases of Small Business Programs development to determine compliance with the Authority's requirements, program goals, and appropriate federal, state and local statutes. Conduct site visits as needed. Oversee the overall Small Business Development outreach functions.

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

- Plan, develop, promote, and implement programs to provide maximum opportunities for contract participation with women and minority-owned business and small businesses.
- Provide overall supervision to all staff in the Department.
- Develop and administer Department's annual operating budget. Assists with and reviews data compiled for annual report and forwards it to Chief Administrative Officer for review/approval.
- Monitor all phases of Small Business Programs development to determine compliance with the Authority's requirements, program goals, and appropriate federal, state and local statutes. Conduct site visits as needed.
- Serve as the Liaison Officer as required in Federal regulations 49CFR Part 26 and Part 23.
- Oversee the overall Small Business Development outreach functions to include planning, organization and conducting of workshops, seminars, and related public outreach functions to promote the Small Business Development and the Authority's Small Business Programs and ensure necessary training in business development, contract compliance, Authority bidding procedures and other related topics is provided. Ensure provision of counseling services and guidance to existing and potential qualifying business.
- Monitor and interpret federal policies, guidelines and issue governing small business programs. Monitor the Authority's procurement process in the areas of construction, professional services, purchasing and concessions to ensure that small businesses are provided maximum opportunity to participate in Authority contracts.
- Promote and administer the Authority's Designated Mobilization Loan Program.
- Analyze construction, professional services and concessions bids/proposals and awards for compliance with appropriate statutes, policies and regulations. Monitor professional services, construction and procurement contracts for compliance with appropriate statutes, policies and regulations. May make presentations to the Construction and Concessions Procurement Committees regarding bid awards.
- Ensure resolution of problems relating to contractor/consultant performance, and that department Vice Presidents are consulted with to discuss problems and program improvements.
- Consult with department directors to discuss issues and program improvements and/or resolution of problems relating to contractors'/consultants' performance.
- Develop and implement internal operating policies and procedures.
- Monitor internal operating policies and procedures to ensure consistent application of Small Business Policies. Participate in the development of small business policy amendments and consults with legal staff and operating managers on necessary revisions.
- Perform other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

Bachelor's degree in Public or Business Administration and ten (10) years' experience in developing and managing governmental programs for small and disadvantaged businesses and loan/small business programs for business development or an equivalent combination of closely related training, education, and experience.

## **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Strong working knowledge of Federal, State and Local policies related to MWBE, LDB, SBE and SDVOBE and small business programs
- Demonstrated skill in developing and implementing complex initiatives
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations
- Intermediate computer skills in Microsoft Office programs
- Knowledge of contract development and negotiation principles and practices; knowledge of contract specification writing; ability to read and interpret contract and solicitation documents
- Ability to interpret and compile statistical data, prepare detailed reports, analyze legal and financial documents
- Must possess excellent oral and written communication skills
- Must possess excellent interpersonal skills to interact with Authority staff, contractors, small businesses, and representatives of governmental agencies
- Strong executive presence and the demonstrated ability to effectively communicate and engage with senior-level executives
- Coach and develop a high performing team. Provide mentorship, management and support to our existing team

## **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license

## **SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- Directly supervises a staff of approximately seven (7) employees.

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

- High degree of independence and authority, with minimal supervision, extensive latitude in initiative, judgment and authority
- Latitude for independent judgment is granted to this position at the discretion of the Chief Administrative Officer, including but not limited to making a recommendation regarding bid awards and/or resolution of problems regarding a bidder or proposing party. An error in judgment could result in a bid/proposal not being awarded.
- Assessment in the degree of risk

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



**Vice President, Small Business**

Department: Small Business Development

Date: June 30, 2023


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

<b>Frequency</b>		<b>Importance</b>					
<b>Constant:</b>	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
<b>Very Frequent:</b>	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
<b>Frequent:</b>	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
<b>Occasional:</b>	6-20% (1-2 hours per 8 hour day)						
<b>Rare:</b>	0-5% (Less than 1 hour per 8 hour day)						
<b>Physical Effort</b>		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							
<b>Working Conditions</b>		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							
<b>Equipment/Vehicles</b>		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle					X		3
General Office Equipment (Computer, Copier, Fax, etc.)			X				3
Other							

**SUPERVISOR COMMENTS:**

  
 Yvonne Rodriguez  
 Immediate Supervisor  
 Date: 6/30/23

  
 Angela Mundo  
 Human Resources - Compensation  
 Date: 7/6/23

  
 Chief Executive Officer  
 Date: 6/30/23

**Waste Management Agent**

Department: Waste Management Services – Airline Division

Date: October 15, 2019

Title of Immediate Supervisor: Supervisor, Airline Operations – Waste Management

Pay Level: L10

**POSITION SUMMARY:** Responsible for the safe, efficient and effective receiving, containerizing, and removal of all international waste in compliance with regulatory standards. Responsible for monitoring and coordinating the pick-up of domestic trash compactors/open top containers. The employee must interact professionally and courteously with Greater Orlando Aviation Authority (GOAA) employees, subcontractors, and the public, as well as clearly understanding and interpreting GOAA, United States Department of Agriculture (USDA), and contractual rules, regulations, and specifications relating to regulated trash.

**DUTIES AND RESPONSIBILITIES:** *Essential functions, as defined under the ADA Amendments Act (ADAAA), may include any of the following representative duties and responsibilities. Duties and responsibilities such as regular attendance at the job are not 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, containerize, and arrange for the removal from GOAA premises of all regulated trash generated from international flights in accordance with USDA Regulations, GOAA policy and procedures, and contractually established schedules and procedures.
- Maintain thorough familiarity with USDA Regulations regarding the safe handling of and accounting for regulated trash processed by GOAA.
- Maintain accurate records in compliance with USDA requirements and with GOAA finance requirements associated with billing. Accurately monitor the location of each numbered container.
- Maintain sufficient inventory of empty regulated trash containers for distribution to customers.
- Monitor regulated trash on-site, coordinating removal within the USDA regulated time period. Order removal if needed outside of regularly scheduled pick-up.
- Advise supervisor, or in absence of supervisor, the USDA of improper regulated trash handling.
- Complete scheduled checks of all GOAA designated domestic compactors/open top containers, ordering 'pulls', complete and process associated documentation. Visually monitor recycle containers, and appropriately report any issues.
- Monitor compactors, verifying they have been run and that there are no jams or large items preventing the equipment from running. Clear jams or move large materials. Arrange for maintenance if required.
- Operate forklifts, weight scales, pallet jacks, motor vehicles, two-way radios and other devices deemed necessary to perform assigned duties. Monitor the disability lifts on the airfield, confirm they are plugged in and remain charged for use by the airlines.
- Confirm that all waste management equipment is in proper working order and/or notify the supervisor as appropriate, when repairs are required. Regularly check containers, trucks, etc. for holes, leaks or weak spots and report appropriately. Maintain the Waste Management Facility in a clean, safe condition.
- Perform necessary actions in order to prevent the introduction of Foreign Object Debris (FOD)
- Routinely interact with subcontractors, public, airline employees and supervisors in a professional, friendly manner.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED and two (2) years of similar manual labor work experience, or an equivalent combination of education, training and experience. Compliance experience preferred.

**SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Forklift and pallet jack operation
- Must be able to count, operate a calculator, read a digital scale readout, and maintain reports
- Must be able to interpret basic contract specifications
- Must be capable of properly operating field communication equipment and speaking clearly in English when operating such equipment
- Must be able to lift up to 50 lbs. unassisted and regularly push large stacked containers on wheels
- Good written and verbal communication skills
- Ability to plan, organize, prioritize and handle multiple tasks, with an ability to work independently and in a team setting

**LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- Forklift Operator license upon hire or within 90 days of hire.
- USDA Regulated Garbage training within 3 days of hire and annually thereafter

**SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- None


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

- Work under direct supervision with limited independence and judgement; make decisions that are within established guidelines and procedures in regards to conformance to USDA Regulated Trash procedures.
- Proactive/reactive abilities in regards to the safe execution of all assigned duties and responsibilities and the ability to solve routine problems


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


**APPROVAL SIGNATURES:**

 10/29/19  
\_\_\_\_\_  
Immediate Supervisor Date

 10/17/19  
\_\_\_\_\_  
Department Manager Date

 10/30/19  
\_\_\_\_\_  
Department Assistant Director Date

 Nov 4, 2019  
\_\_\_\_\_  
Department Director Date

 11-05-2019  
\_\_\_\_\_  
Department Senior Director Date

 11-6-19  
\_\_\_\_\_  
Sr. Director, HR & Risk Management Date

**FLSA:** Non-Exempt

**Shift Premium:** N/A

**EEO Category:** Service-Maintenance

**Rotating Shift:** N/A

**Waste Management Agent**

Department: Waste Management Services – 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.

<b>Frequency</b>		<b>Importance</b>					
<b>Constant:</b>	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
<b>Very Frequent:</b>	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
<b>Frequent:</b>	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
<b>Occasional:</b>	6-20% (1-2 hours per 8 hour day)						
<b>Rare:</b>	0-5% (Less than 1 hour per 8 hour day)						
<b>Physical Effort</b>		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing				X			3
Walking				X			3
Sitting					X		2
Lifting:	0 – 20 lbs			X			3
	20 – 50 lbs			X			3
	51+ lbs			X			3
Bending/Stooping				X			3
Pushing, Pulling and/or Digging				X*			3
Reaching over head					X		3
Kneeling, Crawling						X	1
Climbing (ladders, stairs, hills)				X			3
Typing/CRT (attention to detail)						X	1
Speaking & Hearing		X					3
Detailed Inspection/Reading/Editing					X		3
Writing					X		3
<b>Working Conditions</b>		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
<b>Equipment/Vehicles</b>		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle			X				3
General Office Equipment (Computer, Copier, Fax, etc.)			X			X	1
Communication Radio					X		3
Forklift			X				3
Pallet Jack				X			3
Weight Scale			X				3
<b>SUPERVISOR COMMENTS:</b>							
*Empty containers are on four wheels, and weigh 94 pounds. Contents may weigh an estimated average of 120 pounds. Agents regularly push and pull containers stacked three containers high, for short distances.							

*Eddie Curran* 10/29/19  
 Immediate Supervisor Date

*Magg* NOV 4, 2019  
 Department Director Date

*Cathy Vance* 11/5/19  
 Human Resources - Compensation Date

**Website Content Administrator**

Department: Information Technology

Date: April 6, 2023

Title of Immediate Supervisor: Assistant Manager, Business Automation

Pay Level: L28

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**POSITION SUMMARY:** Perform website administration, site and content development for Greater Orlando Aviation Authority (GOAA) websites. Assess software and plugins for use in website administration and provide recommendations for web development tools.

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

- Provide website and content administration of GOAA websites and MCO Airport mobile application. Create and update websites, develop and design pages and content.
- Analyze and document processes or sub processes that are identified as candidates for automation in related area.
- Monitor site traffic and performance, recommend changes in site's technical architecture to maintain website response and stability.
- Perform analytics for usage and performance tuning of websites, search, technologies, components and installed plugins.
- Perform testing and upgrades to website technologies, search and installed plugins. Use formal development, testing and maintenance methodologies, standards and procedures.
- Receive, track and resolve content issues and escalate technical matters to management.
- Establish and maintain consistent, repeatable processes/methodologies for Content, Configuration and Change Management.
- Prepare training documents, conduct training sessions and provide continuing support for related areas.
- Develop and maintain expertise in the use of products that constitute our environment(s).
- Develop and maintain effective relationships with Information Technology customers and team members.
- Monitor compliance with all Authority policies and directives.
- Participate in selected projects assigned by the supervisor.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor degree in Information Technology, or related field and two (2) years of experience in the management of web sites, databases, interactive consumer portals, web tools and digital assets; or an equivalent combination of education, training and experience. Experience with SharePoint; web-based reporting tools and web content management platforms such as WordPress, Contentful and modern HTML and CSS is required. Experience providing prototypes / proof-of-concepts to the business (content) owners and users is recommended.

**SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Knowledge of contemporary web site management techniques and practices necessary to maintain an effective consumer facing web site that features complex HTML documents with embedded graphics, forms, audio, video and script objects
- Solid understanding of system design and workflow analysis
- Strong interpersonal relationship skills with a focus on teamwork, customer service and customer satisfaction in a sometimes stressful environment

- Excellent organization skills; demonstrated ability to prioritize and effectively handle multiple projects; exhibiting good judgment
- Excellent verbal and written communication skills
- Knowledge of drafting/design techniques and procedures
- Strong technical writing skills
- Attention to detail, a self-starter and the ability to take initiative
- Demonstrated ability to plan and manage multiple projects simultaneously
- Demonstrated experience in working on teams to establish goals and deliver results. Experience using one or more leading analysis and development methodologies (such as Agile)
- Must be willing and able to work non-standard hours such as work on-call/weekends when necessary to maintain critical operations

**LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida Driver License

**SUPERVISORY RESPONSIBILITIES:** *(Indicate number supervised)*

- None


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

- Work independently with little supervision or direction, substantial latitude in initiative and authority
- Independent judgment for complex technical issues is required on a daily basis. Complete analysis, and make related presentations, weigh conflicting data/priorities and recommend actions, research issues and evaluate the resulting data


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

**APPROVAL SIGNATURES:**

 8/9/2023  
 Immediate Supervisor Date

 8/9/23  
 Department Manager Date

 8/10/2023  
 Department Vice President Date

 8/11/23  
 Chief Executive Officer Date

 8/11/23  
 Vice President, Human Resources Date

FLSA: Exempt  
 EEO Category: Professionals

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

**Website Content Administrator**

Department: Information Technology

Date: April 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.

<u>Frequency</u>		<u>Importance</u>					
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way					
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way					
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all					
Occasional:	6-20% (1-2 hours per 8 hour day)						
Rare:	0-5% (Less than 1 hour per 8 hour day)						
<u>Physical Effort</u>		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							
<u>Working Conditions</u>		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							
<u>Equipment/Vehicles</u>		Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle						X	2
General Office Equipment (Computer, Copier, Fax, etc.)		X					3
Other							
<b>SUPERVISOR COMMENTS:</b>							


 Immediate Supervisor

 8/9/2023  
 Date


 Department Vice President

 8/10/2023  
 Date


 Human Resources - Compensation

 8/10/2023  
 Date

**Wildlife Management Specialist**

Department: Airfield Operations

Date: January 9, 2019

Title of Immediate Supervisor: Manager, Wildlife Program

Pay Level: L18

**POSITION SUMMARY:** Primary responsibility for prevention, control, mitigation and removal of wildlife hazards in and around the Air Operations Area (AOA) and airport property. Conduct monitoring and assessment surveys and counts to determine relative abundance and population densities for a variety of wildlife species. Research, track, investigate, capture, handle and/or transport a wide variety of birds and animals. Assist Airfield Operations with the safe and efficient operation and security of the AOA and related areas. Provide wildlife training to Airfield Operations staff per FAA guidelines.

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

- Monitor, study and record all wildlife activities on the AOA and airport property. Track and analyze the movement of resident and migratory wildlife species and offer sound wildlife management practices regarding AOA safety issues to the management. Prepare documentation and complete regulatory reports in accordance with various wildlife commissions and regulatory authorities.
- Conduct monitoring and assessment surveys and counts to determine relative abundance and population densities for a variety of wildlife species. Evaluate amount of dispersal and lethal removal for agency records.
- Assist in interpreting, planning, and implementing of the Wildlife Hazard Management Plan.
- Perform duties in compliance with GOAA's mandated Wildlife Management Program, as well as FAR 139.337 and all Federal Aviation Administration (FAA) wildlife Advisory Circulars. Recognize wildlife hazard attractants separation criteria for piston and turbine powered aircraft.
- Disperse various wildlife species from all areas of airport property including taxiways and runways. Evaluate methods for dispersal and use the appropriate method considering airline safety, recognition of protected species and related legal restrictions, etc. Dispersal may include the discharge of live ammunition and pyrotechnics.
- Communicate and coordinate intentions, actions and vehicle movements clearly and concisely with air traffic control.
- In the event of a wildlife strike to an aircraft, coordinate with the airline involved and participate in the process of inspecting runways and/or taxiways and gathering information as required by the FAA; provide identification expertise. Collect and preserve remains for forensic identification or regulatory purposes; prepare and ship specimen to Smithsonian Forensic Lab.
- Capture, handle, cage and transport animals including but not limited to alligators, snakes, feral cats, bobcats, birds of prey, bees, raccoons, etc.
- Communicate and coordinate with local wildlife rehabilitators, conservation associations, environmental groups and other non-government organizations to pursue best management practices with respect to wildlife mitigation and environmental preservation.
- Conduct pesticide applications for mosquito control including chemical loading and container disposal. Track pest complaints to determine proper application routes.
- Respond to calls regarding pests not addressed by the Authority's Pest Control contract. Determine whether wildlife staff or a contracted service should resolve. Coordinate arrangements with the appropriate contracted services maintaining the safety of customers and employees.
- Complete recurrent Wildlife Hazard Management Plan training once every 12 months.
- Assist with Airfield Operations as assigned, performing airfield escorts, runway and taxiway closures, perimeter and pavement inspections, building access, VIP arrivals, safety and security infractions, and monitoring and reporting illegal activity such as theft, trespassing and dumping. Recognize unsafe or illegal conditions and report as appropriate.
- Provide wildlife training to Airfield Operations per FAA guidelines.

- Interact with/escort contractors operating within airport property concerning applicable wildlife management regulations and general operations and safety practices.
- Participation in relevant groups and organizations.
- Perform other duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

Bachelor degree in Environmental Science, Wildlife Science, Biology, or related field and two (2) years wildlife management related experience, or an equivalent combination of related education, training and experience. Knowledge of wildlife habitat management specific to the state of Florida, FAR Part 139 and CFR 1540 and 1542, firearms and associated dispersal equipment preferred.

#### **SPECIAL KNOWLEDGE, SKILLS, and ABILITIES:**

- Strong familiarity with FAR Part 139 with emphasis on 139.337, Advisory Circular 150 series, and CFR 1540 and 1542.
- Ability to operate in an active air operations area.
- Ability to accurately identify a variety of birds, mammals, fish, and reptile species.
- Strong familiarity with wildlife control procedures in an active air operations area.
- Knowledge of equipment used in wildlife hazards management (shotgun, pistol, gas cannons, etc.).
- Familiar with wildlife control permitting and associated agencies.
- Familiar with literature searches for relevant wildlife research
- Must be familiar with wildlife categorized as Threatened, Endangered, and Species of Special Concern.
- Must be capable of assisting with depredation of deer, hogs, and other wildlife.
- Must be capable of live trapping and safely releasing a variety of birds, mammals, reptiles including alligators and domestic animals (pets).
- Must be able to apply pesticide chemicals safely, in compliance with all rules, regulations, and laws.
- Must be capable of calculating area, volume and chemical concentrations for pesticide and herbicide applications.
- Strong familiarity with the use of communications equipment to include: cellular phone, two-way radio system, Global Positioning System (GPS), and VHF air-ground radio.
- Must be capable of lifting up to 50 pounds into a pickup type vehicle.
- Familiarity with Microsoft Office computer software programs.
- Must be capable of completing the automated Wildlife/Bird Report, and other automated reports as required.
- Must have strong verbal and written communication skills
- Must be able to work early mornings, late evenings, holidays and weekends, as determined by operational needs.

#### **LICENSES/CERTIFICATIONS REQUIRED:**

- Valid Florida driver's license
- State of Florida, Department of Agriculture and Consumer Services Public Health Pest Control license upon hire or within six (6) months 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)*

- Operates independently under general supervision and general direction, exercising sound judgment and discretion with respect to safety, time management, animal disposition and interaction with the public





Wildlife Management Specialist

Department: Airfield Operations

Date: January 9, 2019

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

Frequency		Importance				
Constant:	More than 80% (6 1/2 hours or more per 8 hour day)	3 - Critical part of Job; can't be done any other way				
Very Frequent:	51-80% (4 1/2-6 hours per 8 hour day)	2 - Important, but may be performed in some other way				
Frequent:	21-50% (2 1/2-4 hours per 8 hour day)	1 - Not Critical; may be reassigned or not performed at all				
Occasional:	6-20% (1-2 hours per 8 hour day)					
Rare:	0-5% (Less than 1 hour per 8 hour day)					
Physical Effort	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Standing			X			3
Walking			X			3
Sitting			X			3
Lifting: 0 – 20 lbs			X			3
20 – 50 lbs				X		3
51+ lbs					X	3
Bending/Stooping				X		2
Pushing, Pulling and/or Digging				X		3
Reaching over head				X		3
Kneeling, Crawling					X	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
Vision requirements: must have at least 20/40 acuity in each eye with or without correction and 70 degrees peripheral in horizontal meridian in each eye.	X					3
Working Conditions	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
Extreme Weather		X				3
Noxious Fumes			X			3
Chemicals				X		3
Insects			X			3
Heights, Confined Areas				X		3
Excessive Noise		X				3
Wildlife Removal		X				3
Must be able to work early mornings, late evenings, holidays and weekends, as determined by operational needs						3
Equipment/Vehicles	Constant	Very Frequent	Frequent	Occasional	Rare	Importance
GOAA/Personal Vehicle		X				3
General Office Equipment (Computer, Copier, Fax, etc.)				X		3
Dispenser Equipment		X				3
Air-Ground Radio		X				3
Weapons Handling		X				3
SUPERVISOR COMMENTS:						

*John P. Moly*  
Immediate Supervisor  
1/16/19  
Date

*MAGIBB*  
Department Director  
JAN 23, 2019  
Date

*Cathy Vroman*  
Human Resources - Compensation  
1/23/19  
Date