

Job Description

New Job Title:	Chief, Commercial Services & Government Affairs
Previous Titles:	Assistant Director – General Administration Bureau Manager
Section:	Commercial Services & Government Affairs
FLSA Status:	Exempt

Reports Directly to: Director of Airports

Duty Statement (Function):

Under administrative direction, this vision and results driven leader is responsible for creating an atmosphere for the leadership team, staff, and stakeholders to succeed in meeting the mission of the Cleveland Airport System. The Chief of Commercial Services & Government Affairs (CSGA) is responsible for leading a section, developing and executing strategies in support of the overall business plan and strategic direction of the organization, specifically in the areas of non-airline revenue development, accessibility and inclusion, and lease management and stakeholder relations, local, state and national Legislative Affairs including strategic lobbying and community engagement, and legal services in an airport management environment. The Chief of CSGA provides strategic leadership by articulating accessibility, inclusion and the commercial development needs and plans to the executive management team, shareholders and the City of Cleveland (COC), Department of Port Control's (DPC) administration.

Responsibilities:

- Non-Airline Revenue Development – Directs and manages the non-airline revenue development functions, including but not limited to property development, land use and zoning, concessions, parking activities, rental cars, and other off-airfield commercial revenue development opportunities. Develops and implements short and long-term strategies to maximize non-aviation revenues and increase customer satisfaction.
- Accessibility and Inclusion – Oversees the development and management of the Airport System's accessibility and inclusion programs and activities for small, local and minority owned businesses and for ADA and Title VI compliance program.
- Lease and Contract Management – Directs the negotiation of complex real estate-related ground leases, real estate related development contracts, concession contracts, parking contracts, management contracts and other related revenue contracts.
- Legislative Affairs & Community Engagement – Maintains awareness of sensitive and high impact issues, critical needs and areas of special concern or urgent/vital interest to the organization and develops comprehensive strategies to address these needs through lobbying, legislation and community engagement. Conducts outreach to educate and influence target audiences that have an important impact on the airport system and its mission, operations, capital improvements, public representation, finances and other vital interests.
- Legal Services – Oversees legal counsel to support airport functions including: (i) preparing all contracts, operating agreements, and leases between the airport system and third parties; (ii) provides legal counsel to all sections when requested; (iii) supporting the Department of Law by representing the airports interests in matters of litigation and other legal proceedings against or

by the airport system; (iv) coordinating the legal services provided by outside counsel; and (v) handling all legal matters related to the governance of the airport system.

- Senior Leadership – Serve as a member of, and establish strong working relationships with, the executive management team and participate in the evaluation, development and presentation of the DPC's plans, documents and programs as a strategic partner.
- Leadership – Effectively select, critique, and mentor direct reporting team members through the establishment of clearly defined performance standards and work items; the execution of timely performance reviews providing constructive guidance for improvement and development; and the fostering of strong employee morale through the ongoing reinforcement of high expectations in regards to honesty, integrity, openness, teamwork and responsibility.
- Strategic Liaison – Carry out approved goals and objectives and support the strategic direction, priorities, objectives, vision, mission, strategic priorities and values of the DPC through the establishment of effective working relationships and communication with community leaders, board members, politicians, business leaders, and governmental entities. Establishes and
- Regulatory – Adheres to company, federal, state, and local business requirements, enforcing compliance and taking action when necessary.
- Budget – Leads in the planning, formulation, evaluation, and execution of the Division of Business Development and Management operations and budgets. Develops strategies for the effective and efficient use of human and financial resources.
- Promotes and ensures compliance with occupational health and safety management policies, procedures, and programs to minimize employee accidents and to promote a safe work environment.
- Performs other related duties as required.

Minimum Qualifications:

- A Bachelor's Degree in Business Administration, Public Administration, Law, Finance, Economics or closely related field from an accredited four (4) year college or university.
- Ten (10) years of related experience in the following areas: contract negotiation, administration and oversight; managing large real estate portfolios, concessions and ACDBE programs, Airport Ground Transportation Programs; progressively responsible experience working for a large complex organization.
- Five (5) years of full time paid experience in a senior leadership role with direct supervision of a team.
- NIMS and ICS certifications for Section Chiefs and Incident Commanders tier and any assigned working groups must be completed within six months of employment and complete additional or refresher trainings as required.
- Must have a demonstrated ability to work in a diverse and inclusive environment that fosters non-discrimination.
- Strong leadership skills including the ability communicate, manage conflict, build consensus and facilitate problem solving and collaboration among various stakeholders.
- Exceptional written and verbal communication skills.
- Engaging public speaking and interpersonal skills.
- Must be computer proficient in the Microsoft Office Suite, especially MS Excel and MS PowerPoint.
- A valid State of Ohio Driver's License is required.
- Must successfully complete a Transportation Security Administration (TSA) 10 year fingerprint-based Criminal History Records Check and employment background check and Security Threat Assessment.

- Must be able to pass a pre-employment physical and drug test.
- Must be able to lift and carry thirty-five (35) pounds.

Preferred Qualifications:

- A Master's Degree in Business Administration, Public Administration, Law, Finance, Economics or closely related field.
- Certified Member (CM) or Accredited Airport Executive (AAE) from AAE preferred.

Core Competencies:

Leads the Organization

- **External Awareness:** Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.
- **Vision:** Takes a long-term view and builds a shared vision with others; acts as a catalyst for organization change. Influences others to translate vision into action.
- **Public Service Motivation:** Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.
- **Political Savvy:** Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.
- **Strategic Thinking:** Formulates objectives and priorities, and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.
- **Entrepreneurship:** Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.

Managing Programs or Projects

Programs

- **Technology Management:** Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to, and security of, technology systems.
- **Financial Management:** Understands the organization's financial processes, as related to their role. Prepares, justifies, and administers the program budget; or assists with these duties. Oversees, or assists with, procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.
- **Creativity / Innovation:** Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new, efficient/effective programs/processes.
- **Partnering:** Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

Projects

- **Team Building:** Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.
- **Customer Service:** Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
- **Technical Credibility:** Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise relevant to their division.

- **Accountability:** Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
- **Decisiveness:** Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
- **Influencing / Negotiating:** Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

Manages Self

- **Integrity/Honesty:** Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.
- **Interpersonal Skills:** Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
- **Continual Learning:** Assesses and recognizes own strengths and weaknesses; pursues self-development.
- **Resilience:** Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- **Oral Communication:** Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.
- **Written Communication:** Writes in a clear, concise, organized, and convincing manner for the intended audience.
- **Flexibility:** Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

We are committed to creating a diverse and inclusive environment that recruits, employs, develops, compensates and promotes based on qualifications and is proud to be an equal opportunity employer. DPC understands and appreciates that our differences in gender/gender identity, race, ethnicity, religion, national origin, age, marital status, sexual orientation, physical or cognitive ability, and military/veteran status, among others, provide us with a competitive advantage to best serve our employees, stakeholders and communities we serve.