

Job Description: Terminal Operations Manager

Position Overview:

The Terminal Operations Manager is responsible for overseeing the daily operations of the airport terminal, ensuring that all activities run efficiently and meet safety, quality, and customer satisfaction standards. This role involves managing terminal staff, coordinating operations, implementing safety protocols, and ensuring a seamless passenger experience. The Terminal Operations Manager plays a key role in crisis management and continuous improvement, optimizing the terminal's operational workflows.

Key Responsibilities:

- **Operational Oversight:**

- Oversee the day-to-day operations of the airport terminal and ensure smooth and efficient functioning of:
 - Bag Sorting Operations (BSO),
 - Parking Operations
 - Curbside Operations
 - Shuttle Operations
- Supervise and manage the day to day operations of the contracted services, such as janitorial services, taxi/UBER services, snow removal, landscaping, and baggage delivery.

- **Staff Management:**

- Hire, train, and supervise terminal personnel.
- Assign tasks, delegate responsibilities, and ensure staff coverage by managing staff schedules and shifts.
- Conduct performance evaluations, provide feedback, and implement employee development programs.

- Build and oversee the Airport Ambassador Program, ensuring effective service delivery.
- **Quality Control & Customer Experience:**
 - Implement and monitor quality control measures to maintain high standards of cleanliness, safety, and customer satisfaction.
 - Monitor and improve passenger services, ensuring a positive experience for travelers.
 - Handle customer complaints, inquiries, and requests, resolving issues promptly and professionally.
 - Maintain and strengthen relationships with clients, stakeholders, and service providers.
- **Safety & Security:**
 - Ensure all terminal operations comply with safety regulations, protocols, and industry standards.
 - Implement and enforce safety protocols to prevent accidents and injuries.
 - Conduct regular safety audits and risk assessments to identify areas for improvement.
 - Coordinate emergency response procedures and ensure all staff are trained in crisis management.
- **Operational Coordination:**
 - Plan and optimize the use of terminal space and resources to ensure efficient operation.
 - Monitor and control inventory and shipments, ensuring timely and accurate deliveries.
 - Coordinate with other departments (e.g., transportation, warehousing) to ensure seamless operations and efficient flow of goods and passengers.
- **Performance Management & Reporting:**
 - Implement and monitor key performance metrics for terminal operations.

- Analyze operational data to improve efficiency and reduce costs.
- Provide regular reports on terminal performance, safety compliance, customer service, and operational efficiency to senior management.
- **Continuous Improvement:**
 - Identify and implement process improvements to enhance operational efficiency and the passenger experience.
 - Stay up-to-date with industry best practices, technological advancements, and regulatory changes.

Skills and Qualifications:

- Strong leadership and staff management skills, including experience with recruitment, training, and performance evaluations.
- Excellent communication and interpersonal skills, with the ability to handle customer inquiries and resolve issues effectively.
- Ability to work under pressure, manage emergencies, and make critical decisions quickly.
- Strong organizational and problem-solving skills, with the ability to manage multiple tasks and priorities.
- Proficiency in terminal management software and other relevant technologies.
- Ability to collaborate across departments and with external stakeholders.
- Bachelor's degree in Business Administration, Operations Management, or a related field (preferred).

Work Environment:

- The Terminal Operations Manager will work in a dynamic, fast-paced environment, often requiring flexibility and the ability to handle stressful situations.
- This position may involve occasional shifts outside of regular business hours, including evenings, weekends, and holidays.