



The Savannah/Hilton Head International Airport (Savannah, GA)
invites applications for a
Director of Operations

Overview

The Savannah Airport Commission—the operator of the Savannah/Hilton Head International Airport (SAV) in Savannah, Georgia—invites applications for the position of **Director of Operations**.

The Commission has selected Steven Baldwin Associates to conduct a confidential, national search for this position.

This is an exciting time to be at SAV which has seen record-setting growth and expansion of service over the last few years and has been named to several recent “best of” lists for U.S. airports and cities. In 2020, SAV was named **No. 1** of the **Top 10 Best Airports** by Condé Nast’s Reader’s Choice Awards. SAV was also ranked as the **No. 6 Airport** in the United States according to the *Travel + Leisure’s* coveted **World’s Best Awards**. In addition to SAV’s accolades, Hilton Head Island was named **Best Island in the U.S.** by Condé Nast’s “Reader’s Choice Awards” for 2019. Hilton Head Island is a magical place, with one of the Top 10 family beaches in the U.S., an array of world-class golf courses, and abundant natural beauty.

The year 2019 was one of notable growth and expansion, as well as praise and honors, for Savannah/Hilton Head International Airport. Throughout the year, a total of 3,021,077 passengers passed through the Airport—making 2019 the fourth consecutive record-breaking year for passenger numbers at SAV. Passenger growth has consecutively increased as a result of increased air service, new seasonal offerings, and award-winning facilities and customer service. New flight destinations take advantage of Savannah’s and Hilton Head’s ever-increasing draw as a major tourist destination. Total enplanements grew 8% from 2018 to 2019, for an all-time record of total passengers. While 2020 was an unprecedented year for the entire aviation industry, despite the disruptions in the industry, SAV successfully gained new non-stop flights in and is well-positioned to withstand any continuing or residual impacts and challenges. The Airport has an operating budget of approximately \$40 million for 2021 and employs approximately 200 people.

Into this dynamic, exciting environment, SAV is searching for a **Director of Operations** to join our team.



The Position: Director of Operations

- *Offering an exciting, collegial, and family-welcoming working environment, the Airport is seeking an experienced Director of Operations who can manage the department of operations (including employee management and supervision, budget development, onboarding, and training) and who is motivated to shape the future of the Savannah/Hilton Head International Airport. SAV is seeking a professional who shares a passion for providing a safe, secure, and efficient facility and for providing air service that promotes the economic development of the Airport and the region. This is an ideal opportunity for a highly motivated and results-oriented individual who possesses in-depth knowledge in the theories, principles, practices, and techniques related to airport operations, safety, and security and who will work toward the Airport's strategic vision.*

For more information on the opportunity and qualities desired in the candidate, as well as additional details about the Airport and the larger community, please see the information below.

The Opportunity

- **Overview Requirements & Qualifications.** The ideal candidate for the position of Director of Operations will possess a minimum of eight years of experience within an airport environment, with a preference of five years of supervisory experience at a small or medium hub airport, and three years' experience in facility management. Must have in-depth knowledge of Part 139, TSA 1500 regulations, Part 77, and advisory circulars pertaining to airport operations. The candidate must have a B.A. degree, ideally with major course work in aviation management, airport operation, security, safety, or other related field. AAAE accreditation is preferred; the Airport will support the candidate in the progress of obtaining certification or flight training, as needed.

Key Duties and Responsibilities

The **Director of Operations** for the Savannah/Hilton Head International Airport reports to the Executive Director and will be assigned the following duties and responsibilities:

- **Position Summary:** The position is responsible for directing, planning, organizing, and managing Airside and Landside Operations in order to endure the safe, compliant, and efficient operation of SAV as a commercial service airport. Directs the day-to-day operation of the Airport's Terminal Building, Airside Operations Area (AOA), Airport Operations Department, Airport Emergency Preparedness and Training (EPT) program, Airport Police Department, Mobility Service Operations, and other Airport building facilities and activities. Ensures Airport-wide tenant compliance with lease agreements and airport operating rules and regulations. Develops and maintains close liaison with airlines, Fixed-Based Operators, cargo and tenant managers, local military base leadership, the Federal Aviation Administration, the Transportation Security Administration, Customs and Border Protection (CBP), and all applicable City, State, and Federal agencies. Responsible for ensuring that a superior level of customer service is maintained by operations department employees, Commission staff, and airport tenants. Ensures compliance with City, State, and Federal operational requirements and regulations applicable to commercial service airports. Provides technical assistance and participates in planning sessions to determine long- and short-term facility and operational needs for managing and directing the overall operation of the Airport. Ensures Airport rules and regulations are current and adhered to. Responsible for preparing, tracking, and executing the

budget for the operational requirements of the Airport and for preparing scopes of work for contracts deemed necessary and appropriate for the safe, efficient, and effective operation of the Airport. Makes appropriate independent decisions commensurate with position. Position manages personnel. Position is on-call 24-hours a day, 7-days per week. This position is considered safety sensitive and/or requires access to the safety sensitive areas as required under FAA and DOT regulations.

Personnel Management

- Reviews and assigns duties for operations department personnel and ensures compliance with established Airport rules and regulations and all applicable actions required per the Airport Certification Manual (ACM) and Airport Security Program (ASP).
- Effectively manages department operations and maintains budget to meet the business objectives of the Commission.
- Engages passengers and tenants in a professional manner.
- Continually evaluates the performance of subordinates and provides guidance for improvement and development.
- Establishes and communicates reasonable standards of performance.
- Manages the performance of all staff for compliance with established objectives and regulations.
- Performs employee performance evaluations and notifies the Executive Director regarding any employee issues that require significant corrective action.

Functional Duties

- Works with the Commission's Facilities and Engineering Departments in the preparation of cost estimates for necessary repair, rehabilitation, maintenance, and construction projects and large equipment maintenance/purchases.
- Coordinates with senior staff in the preparation of operating budgets and oversees implementation of budgets.
- Ensures all administrative duties related to Airport operations are performed in an acceptable and professional manner.
- Coordinates and submits necessary information to appropriate departments, contractors, vendors, and suppliers. Prioritizes major initiatives and plans budget expenditures accordingly.
- Organizes and plans departmental and/or functional activities.
- Anticipates needs, forecasts result, analyzes and organizes work processes and procedures, and delegates assignments and/or work tasks for results.
- Directs and allocates goals and project work to facilities management.
- Ensures the efficient use of all assigned resources, while providing effective services to the Commission's tenants, customers, and public.
- Establishes and coordinates plans for all Airport projects and special events.

Collaborations

- Ensures compliance with FAA and TSA regulations.
- Responsible for establishing a forum to communicate regularly with internal/external stakeholders to keep these issues on the forefront and work towards solutions.

- Coordinates with Commission management in the development of plans, procedures, concepts, and recommendations.
- Evaluates options and proposes equipment modifications and new purchases.
- Coordinates with all Directors for matters affecting Airport operations.
- Coordinates all airline operational issues with Air Traffic Control Tower.
- Establishes operational contingency procedures for all situations.
- Represents the organization, both internally and externally, by supporting the strategic direction, strategic priorities, objectives, vision, mission, and values of the Commission.
- Manages the inspection of landside facilities to identify any maintenance and safety deficiencies and ensures operating standards are met.
- Works closely with the Airport's engineering and planning consultants in construction efforts; coordinates capital improvement initiatives with the least possible inconvenience to tenants, customers, and the traveling public; ensures related safety and security plans are adhered to.
- Coordinates with the Commission's Facilities Department leadership to ensure appropriate allocation of resources necessary to provide sound maintenance programs, thereby preventing and minimizing disruption to the tenants, customers, and the public.

Position Traits and Distinguishing Characteristics

- In-depth knowledge of the principles of airport operations.
- In-depth knowledge of Federal rules and regulations pertinent to airport operations.
- Knowledge of general principals and practices of business management, as well as personnel practices and procedures.
- Ability to perform in stressful situations and aviation-related emergencies in a professional manner.
- Ability to work both independently and in a team environment.
- Ability to provide clear, concise instruction and procedures under situations of duress.
- Ability to prioritize project and assignments.
- Ability to effectively communicate using appropriate aviation phraseology and protocols.
- Ability to understand oral and written instructions.
- Demonstrated leadership skills. Ability to take charge of situations.
- Demonstrated sound situational awareness in a variety of conditions.
- Must obtain First Aid, AED, CPR, and airfield driver's certification.
- NOTE: Exposure to aircraft noise, weather, and construction site hazards are part of the day-to-day work experience.

Physical Demands

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain an airfield movement area driving permit.
- Ability to continuously work for long periods of time.
- Ability to climb and descend ladders.
- Ability to navigate and access areas related to the in-line bag system.
- Ability to drive and communicate in an airport environment under positive control of the Air Traffic Control Tower.

- A hearing ability to detect noises, sirens, and emergency or other radio transmissions is necessary along with vision ability of 20/20 with corrected lens.

Employee Expectations

Every employee of the Savannah Airport Commission plays a role in providing a safe, secure, and efficient facility and in providing air service that promotes the economic development of the Airport and the region. SAV employees maintain the public safety and security of the Airport and airfield as the top priority and ensure excellence in safety and security. As necessary, the employee is required to respond, report, and remain engaged during Airport incidents and emergency situations including hurricane ride-outs. All employees are expected to work diligently to accomplish their tasks and duties in a first-class manner, offering the best customer service possible, treating tenants as customers, and remaining aware of surroundings at all times to keep safety at the forefront.

Airport Professional Environment and Values

The Airport is committed to professional development, training opportunities, and promoting from within. The Airport supports participation in industry trade groups, including serving in trade group leadership positions. The Airport fosters a professional environment, with well-appointed and attractive physical office space. The cultural values are that, regardless of one's particular job and duties, all employees have a higher calling to put the Airport first—as the primary goal—focusing on safety, security, and excellent customer service.

Salary and Compensation

The Savannah Airport Commission benefits are excellent and include a 401(a) retirement program. A competitive compensation package is being offered, and the **salary range is \$110K - \$140K commensurate with experience**. Benefits include: medical/dental/vision insurance and pharmacy coverage, as well as retirement contributions, holidays and PTO, yearly COLA and merit salary increases, and basic life insurance, among others. The position also includes an on-call vehicle (which can be used for work purposes only). Further details will be outlined during the selection process. SAV is willing to provide relocation reimbursement assistance to the right candidate.

To Apply

To apply for this opportunity, please submit a cover letter, resume, and a list of three references in one recruitment PDF document to Steven Baldwin Associates, at info@baldwinllc.com with "SAV Director of Operations Search" in the subject line.

In your cover letter, please specifically address your experience and accomplishments in the areas noted in the Duties, Responsibilities, Characteristics, and Traits sections above.

- Only complete electronic submissions that follow the above guidelines will be considered.
- The review of applications will begin immediately, with the position remaining open until filled.

Selection timeframe: Ideally, the Commission's goal is to make a selection as soon as possible and then assist the chosen candidate to be ready to start by Summer 2021 or sooner.

NOTE: The Savannah Airport Commission is an equal opportunity employer and does not discriminate on the basis of race, creed, color, national origin, or sex. The Commission reserves the right to not fill the position. Nothing in this announcement guarantees employment.

SAV Mission and Values

Mission Statement

The mission of the Savannah Airport Commission is to provide leadership in aviation development necessary to provide a safe, secure, and functional Airport for the traveling public and SAV tenants. The Commission manages Airport facilities using a least-cost approach, while maintaining sufficient resources for future growth, in order to:

- Provide adequate and affordable air service,
- Promote economic development for the Airport, and
- Support regional economic development activities.

Culture Statement

In addition to its Mission Statement, the Airport has a Culture Statement to inspire employees to create the type of working environment conducive to producing excellence in everything team members do:

1. The airfield is the top priority.
2. We strive to do everything in a first-class manner.
3. We strive to offer the best customer service possible in everything we do.
4. We strive to treat our tenants like our customers.
5. We respect our employees and strive for employee development.
6. We strive to ensure excellence in safety and security.

The Airport and its staff work diligently to embody and enact these principles and to produce a world-class, award-winning facility with an ambitious plan for future development.

We are seeking a key team member in this position to assist us with that endeavor.



The “Savannah Square” area of the terminal, pre-security, at the award-winning Savannah/Hilton Head International Airport.

Master Plan and Capital Improvements

The Savannah/Hilton Head International Airport terminal building was constructed and opened for business in 1994, replacing the former terminal from the 1960s. In 2007, the terminal was expanded to a total of 15 gates, and a new four-level, covered parking deck accommodating an additional 2,000 cars was added. Recently, the terminal saw a major renovation with the completion of an impressive new \$13 million Federal Inspection Services (FIS) facility and a baggage handling system costing over \$8 million and streamlining baggage operations through TSA checkpoints.

A number of exciting new projects are also underway for future development:

- **New Development.** The old airport terminal building, located on the opposite side of the airfield, was demolished in 2019 and plans for additional aviation development is being reviewed.
- **New Terminal Gates.** Plans are currently being designed to add four more new gates to the terminal concourse, bringing the total number of gates to 19.
- **New Emergency Communications Center.** The Airport is currently in the design phase for the addition of an emergency communications center that is expected to incorporate a partnership with both the City of Savannah and Chatham County for a consolidated Emergency Operations Center on Airport property.
- **New Cargo Operations Center.** The Airport's newly revised Master Plan includes the construction of a new Air Cargo operations center that will provide space for existing tenants such as Federal Express, DHL, and UPS, as well as other potential cargo operations.
- **New Taxiway and Development Properties.** A new taxiway and new aviation development properties have been proposed for creation in the Airport's southeast quadrant.
- **Terminal Expansion with New TSA Checkpoints.** As part of the terminal concourse expansion plan, a new TSA checkpoint area will be created in the terminal to maximize the flow of SAV's burgeoning passenger numbers and minimize wait times for security clearances to the gates.
- **New Air Cargo Apron.** The Air Cargo Apron will serve a new Air Cargo Building which is in pre-design phase.
- **Stormwater Drainage Improvements.** The Drainage project is a stormwater Master Plan project which will allow future development in the SE Quadrant.

These capital improvement and expansion projects represent a substantial commitment to the Airport's growth and its pivotal place in helping shape and support the area's robust and thriving business environment, and in bringing in increasing numbers of national and international tourists and travelers.

Expansion of Properties Portfolio

Savannah is the corporate home office of Gulfstream Aerospace Corporation, whose general headquarters are located immediately adjacent to Airport property. In addition, Gulfstream leases over 250 acres of Airport land with plans for further expansion, which is anticipated to add approximately 35 more acres of leased land. Gulfstream is the largest employer for Savannah and Chatham County, currently employing more than 10,000 people. In addition, two Fixed Base Operators (FBOs) currently operate at the Airport, namely, Signature Flight Support and Sheltair Aviation.

Location

Savannah/Hilton Head International Airport is located at Exit 104 of Interstate 95, the major East Coast north/south corridor that runs from Maine to Florida, and is approximately 20 minutes northwest of the City of Savannah. At this interchange, the Airport leases land to 15 major hotels, two convenience/gas station stores, four restaurants, and a public golf course. The Airport is located just east of Pooler, GA which is one of the fastest growing municipalities within the State of Georgia.

The Airport

The Commission

The Savannah Airport Commission is chartered by the State of Georgia as an Airport Commission and is a quasi-governmental organization tasked with operating the Savannah/Hilton Head International Airport. The Mayor and City Council appoint five Commissioners to serve on the Board in staggered terms of five years. The financial reporting entity of the Commission includes all activities related to the operation and maintenance of the Airport. The Airport prides itself in being financially self-sufficient as an independent enterprise fund.

The Commission employs approximately 200 employees and has its own Police Department. The divisions/departments associated with the Commission include Airport Operations, Airport Maintenance, Landside Operations, Marketing and Business Development, IT/Programs, and Engineering.

Airport Administration

The Airport is managed by an Executive Director and five Managing Directors, each of whom report directly to the Executive Director. The managing directors include: Director of Operations, Director of Engineering, Director of Marketing/Air Service Development, Director of Landside Facilities, and Director of Program Management and Information Systems. In addition, other Airport departments include Finance and Administration, Human Resources, Property/Lease Management, Risk Management, and Public Safety.

General Info & Air Service

The Savannah/Hilton Head International Airport (SAV) is the second largest commercial airport in Georgia, following the Hartsfield-Jackson Atlanta International Airport, which is the nation's busiest airport. At SAV, ten airlines serve over three million passengers per year traveling to more than 30 nonstop destinations on over 60 daily and weekly departures. The airlines include the nation's top four legacy carriers—American, Delta, Southwest, and United—as well as Air Canada, Allegiant, Frontier, JetBlue, Silver Airways, and Sun Country. Destinations include the nation's major hubs such as Atlanta, Dallas/Ft. Worth, Houston, Washington's DCA and IAD, New York City metro airports (La Guardia, JFK, and Newark), Philadelphia, Detroit, Boston, Chicago's O'Hare, Denver, Minneapolis, and Miami, as well as important smaller hubs (such as Baltimore, Cincinnati, Cleveland, Columbus, Indianapolis, Nashville, Pittsburgh,



Louisville, Tampa, and Charlotte). There are also seasonal international routes to Toronto, Ontario in Canada.

The Airport has a proud and unique history. The Savannah Municipal Airport opened on September 20, 1929, with service to NYC and Miami via Eastern Air Express. In 1949, the Commission was first formed and the modern era of the Airport began. The Airport is situated about 20 minutes northwest of historic downtown Savannah near Georgia's beautiful coastline, and near the South Carolina border. The Airport is about a 45-minute drive from the celebrated resorts of Hilton Head Island, which shares its name. For more info about the Airport, visit the History and News pages of the Airport's website at www.flySAV.com.

The Community: Living in Historic and Beautiful Savannah

Tourism is a major contributor to the economy of both Savannah, Georgia and the nearby coastal areas of South Carolina, including the world-famous resorts of Hilton Head Island, and for good reason: Savannah is one of the most beautiful cities in the U.S., and the charm of its friendly people, hip boutiques, eclectic restaurants, historic architecture, shade-covered parks, and beautiful coastlines only serve to increase the spell that has captured the heart of many a visitor. In addition to its scores of attractions, the City of Savannah and the surrounding areas boast affordability and the low cost of living draws many to call Georgia home.



To learn more about this unique and charming city—and why it is such an enticing place to live and work—please visit the websites VisitSavannah.com and Savannah.com.

“Savannah, Georgia is a charming Southern escape where art, period architecture, trendy boutiques, and ghost stories are all set under a veil of Spanish moss. Savannah is a place where cuisine comes straight from the coast and cocktails are served at every meal. Consistently named one of the ‘world’s friendliest cities’ by Condé Nast Traveler readers, this coastal town has a well-deserved world-class reputation for hospitality and grace.”

— VisitSavannah.com



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